



INDIANA HEALTH COVERAGE PROGRAMS

PROVIDER REFERENCE MODULE

Member Eligibility and Benefit Coverage

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Revision History

Version	Date	Reason for Revisions	Completed By
1.0	Policies and procedures as of Oct. 1, 2015 Published: July 19, 2016	New document	FSSA and HPE
1.1	Policies and procedures as of Sept. 1, 2016 (CoreMMIS updates as of Feb. 13, 2017) Published: June 20, 2017	Scheduled update	FSSA and HPE
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5.0	Policies and procedures as of Sept. 1, 2020 Published: Feb. 16, 2021	Scheduled update	FSSA and Gainwell
6.0	Policies and procedures as of Oct. 1, 2021 Published: Aug. 12, 2022	Scheduled update: <ul style="list-style-type: none"> • Edited and reorganized text as needed for clarity • Updated web links • Replaced DXC with Gainwell • Added two MFP plans to Table 1 – IHCP Programs and Associated Benefit Plans • Added sample UnitedHealthcare card in the Hoosier Care Connect Member Card section • Added sample cards from each MCE in the Hoosier Healthwise Member Card section • Added information for FFS pharmacy benefit limits to the note in the Information Available Through the EVS section • Updated 1915(i) State Plan HCBS information in the Fee-for-Service Benefit Options section • Added DDORS reference in the note about MFP in the 1915(c) HCBS Waiver Services section • Updated the Primary Medical Providers section 	FSSA and Gainwell

Version	Date	Reason for Revisions	Completed By
		<ul style="list-style-type: none"> Updated the list of behavioral health practitioners in the Self-Referral Services section Added COVID-19 vaccine administration in the Carved-Out Services section Added a note about the postpartum coverage period in the Member Eligibility and HIP Benefit Plan Assignment section Replaced the <i>Pregnant Women and Medically Frail Individuals</i> subsections under Member Eligibility and HIP Benefit Plan Assignment with a reference to the HIP module Updated the Personal Wellness and Responsibility Account and Copayments section to clarify information about HIP Maternity and to replace the copayment table with a reference to the HIP module Added information about the postpartum period in the Hoosier Healthwise section and subsection Added and clarified information from the former <i>Limited Retroactive Eligibility for Hoosier Healthwise Package C Members</i> section, in the Package C Enrollment Process and Cost-Sharing Requirements section Updated Table 6 – Comparing Hoosier Healthwise Benefit Packages A and C Updated the Program of All-Inclusive Care for the Elderly section Updated the Preadmission Screening and Resident Review section Updated Table 10 – EOBs Related to Benefit Limit Information Available through the EVS Added information about PE in the introductory text for Section 7: Retroactive Member Eligibility Updated and clarified information in the Provider Responsibilities for Retroactive Eligibility section Updated the office name in the mailing address in Section 8: Member Appeals 	

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Section 1: Member Eligibility Overview

Note: For updates to the information in this module, see [IHCP Banner Pages and Bulletins](#) at in.gov/medicaid/providers.

The Family and Social Services Administration (FSSA) offers a number of different programs and services under the Indiana Health Coverage Programs (IHCP) umbrella. Program and service options are available to Hoosiers based on established eligibility criteria.

Outreach locations can screen for possible eligibility using established guidelines; however, the final eligibility determination is made through the Division of Family Resources (DFR). Providers should advise people interested in applying for IHCP benefits to submit an *Indiana Application for Health Coverage* using any of the following options:

- Apply online through the [FSSA Benefits Portal](#).
- Apply by telephone by calling the DFR call center at 800-403-0864.
- Apply in person at their [local DFR office](#).

Member eligibility for the 590 Program is initiated by the institution where the member resides. The FSSA provides general information about program eligibility and application on the [IHCP member website](#) at in.gov/medicaid/members.

The IHCP reimburses participating providers for necessary and reasonable medical services provided to individuals who are enrolled in the IHCP and who are eligible for the benefit at the time service is provided. The member is free to select any IHCP-enrolled provider for services, unless the member is restricted to a specific provider through the Right Choices Program (RCP) or through a managed care program.

IHCP Programs and Benefit Plans

Generally, IHCP members receive benefits under either the fee-for-service (FFS) delivery system or the managed care delivery system, depending on which program they are enrolled in. However, certain services and benefit options cross over delivery systems and are delivered as FFS for *all* eligible members, including members enrolled under a managed care program.

IHCP programs and services are delivered as follows:

- FFS programs and services are delivered by enrolled IHCP providers and reimbursed directly through the IHCP fiscal agent, Gainwell Technologies, or by the FFS pharmacy benefit manager, OptumRx. See [Section 2: Fee-for-Service Programs and Benefits](#) for information about FFS programs as well as certain benefit options that are delivered as FFS regardless of whether the member is enrolled in an FFS or managed care program.
- Managed care programs and services are delivered by enrolled IHCP providers that participate in managed care networks. Services are reimbursed by managed care entities (MCEs) contracted by the State to manage the care for their members, or by subcontractors of the MCEs. See [Section 3: Managed Care Programs](#) for information about the IHCP managed care programs and benefit plans.

See [Section 4: Special Programs and Processes](#) for information about special programs and processes, including coverage for presumptively eligible individuals as well as information about the Right Choices Program.

[Table 1](#) lists the specific IHCP benefit plans associated with each program, benefit option, or special process.

Table 1 – IHCP Programs and Associated Benefit Plans

Fee-for-Service Program	Benefit Plan Name
Traditional Medicaid	Full Medicaid* <i>* With no managed care program assignment (Fee-for-service plus nonemergency medical transportation [NEMT])</i>
	Package A – Standard Plan* <i>* With no managed care program assignment (Fee-for-service plus NEMT)</i>
Medicare Savings Programs	Qualified Disabled Working Individual
	Qualified Individual
	Qualified Medicare Beneficiary
	Specified Low Income Medicare Beneficiary
Emergency Services Only (ESO)	Package E – Emergency Services Only
	ESO Coverage with Pregnancy Coverage [Package B]
Family Planning Eligibility Program	Family Planning Eligibility Program
590 Program	590 Program
Managed Care Program	Benefit Plan Name
Healthy Indiana Plan	HIP Basic
	HIP Plus
	HIP State Plan Basic
	HIP State Plan Plus
	HIP State Plan Plus Copay
	HIP Maternity <i>[Provides full State Plan coverage]</i>
Hoosier Care Connect	Full Medicaid* <i>* With Hoosier Care Connect managed care program assignment</i>
	Package A – Standard Plan* <i>* With Hoosier Care Connect managed care program assignment</i>
Hoosier Healthwise	Package A – Standard Plan* <i>* With Hoosier Healthwise managed care program assignment</i>
	Package C – Children’s Health Plan (SCHIP)
Program of All-Inclusive Care for the Elderly (PACE)	Program of All-Inclusive Care for the Elderly
Benefit Option (Fee-for-Service)	Benefit Plan Name
1915(i) State Plan Home- and Community Based Services (HCBS)	Adult Mental Health Habilitation
	Children’s Mental Health Wraparound
	Behavioral & Primary Healthcare Coordination
1915(c) HCBS Waiver	Aged and Disabled HCBS Waiver
	Community Integration and Habilitation HCBS Waiver
	Family Supports HCBS Waiver
	Traumatic Brain Injury HCBS Waiver

Money Follows the Person (MFP) Demonstration Grant	MFP Community Integration and Habilitation
	MFP Demonstration Grant HCBS Waiver [Aged and Disabled]
	MFP Traumatic Brain Injury
	MFP PRTF Transition from PRTF
	MFP Family Support Waiver
Medicaid Rehabilitation Option (MRO)	Medicaid Rehabilitation Option
Special Program or Process	Benefit Plan Name
Presumptive Eligibility	Presumptive Eligibility – Adult
	Presumptive Eligibility Family Planning Services Only
	Presumptive Eligibility – Package A Standard Plan
	Presumptive Eligibility for Pregnant Women
	Medicaid Inpatient Hospital Services Only [PE for Inmates]
Medical Review Team (MRT)	Medical Review Team
Preadmission Screening and Resident Review (PASRR)	PASRR Individuals with Intellectual Disability
	PASRR Mental Illness (MI)
* Full Medicaid and Package A – Standard Plan offer the same level of benefits.	

Member Identification

Each IHCP member is issued a 12-digit identification number that is referred to as the Member ID. The Member ID is assigned by the FSSA DFR through the automated Indiana Eligibility Determination Services System (IEDSS). Each member also receives a member identification card. The type of card received depends on the IHCP program in which the member is enrolled.

Hoosier Health Card

The IHCP member identification card, called the *Hoosier Health Card*, is used to identify enrollment in IHCP FFS programs, including Traditional Medicaid, Emergency Services Only, Medicare Savings Programs and the Family Planning Eligibility Program. Each family member covered by the IHCP receives an ID card specific to that member. The front of the Hoosier Health Card contains the following information about the member (as shown in [Figure 1](#)):

- IHCP Member ID
- Name
- Date of birth
- Gender

Figure 1 – Hoosier Health Card



Hoosier Health Cards are issued upon program enrollment. After the DFR determines eligibility, cards are then generated and mailed within five business days of the action updating the IHCP Core Medicaid Management Information System (*CoreMMIS*). The member must allow five business days plus mailing time to receive the card. A letter to inform the member of eligibility status is system-generated within 24 hours of eligibility determination.

The card is a permanent plastic identification card that members are expected to retain for their lifetime. Members should retain their cards even if eligibility lapses, in case eligibility is reinstated at a later date. Members may contact their local DFR county office or call toll-free 800-403-0864 to request a replacement Hoosier Health Card.

Cards are not available at the local DFR county offices. Providers may photocopy cards.

Healthy Indiana Plan Member Card

HIP members receive member ID cards from their individual MCEs: Anthem, CareSource, Managed Health Services (MHS) or MDwise. Examples of HIP cards from each MCE are provided in Figures 2 through 5; the actual cards may vary depending on the specific plan in which the member is enrolled. Member identification numbers are located in the indicated areas on the HIP cards shown in the figures.

Figure 2 – Sample Anthem HIP Member Card

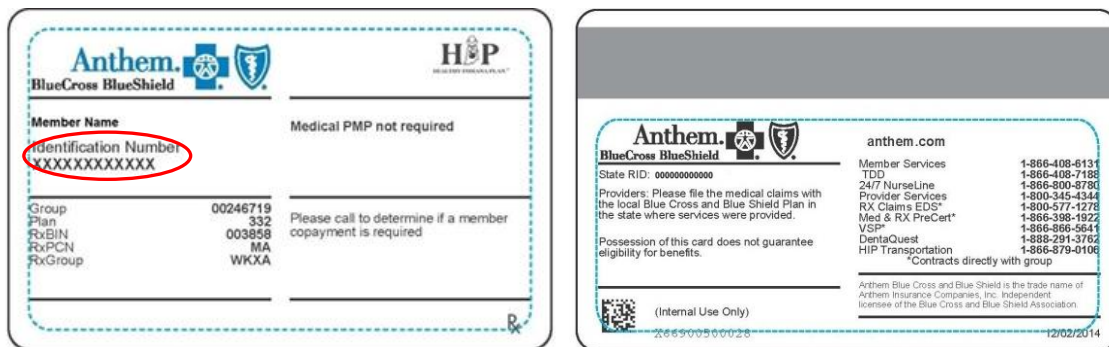


Figure 3 – Sample MHS HIP Member Card




 HEALTHY INDIANA PLAN MEMBER ID CARD Member Name: Member RID: RXBIN: 004336 RXPCN: MCAIDADV RXGROUP: RX5440 	<p>PROVIDERS: This card is used for identification purposes only and does not entitle the card holder to services which are available under the programs administered by the State of Indiana. Verify eligibility before delivering services: Secure Portal: - mhsindiana.com/login - Check eligibility, get prior auth, covered benefits and more. Pharmacy Prior Auth: Envolv Pharmacy Solutions Phone: 1-866-399-0628, Fax: 1-866-399-0929 AcaciaHealth Fax: 1-855-678-6995 MHS Provider Fax: 1-866-912-4245 MHS Provider Services: 1-877-647-4848</p> <p>MEMBERS: It is against the law for this card to be used by anyone except the person whose name is printed on the front of this card. MHS Website: mhsindiana.com - Make a POWER Account payment, check covered benefits, find a provider, CentAccount rewards and more. MHS CentAccount Info Line: 1-877-359-6859 MHS 24 hr Nurse Advice Line: 1-877-647-4848 MHS Member Services: 1-877-647-4848 TDD/TTY: 1-800-743-3333</p> <p>CLAIMS INFORMATION MHS Claims PO Box 3002 - Farmington, MO 63640-3802</p> <p>Behavioral Health: 1-877-647-4848 Envolv Vision Benefits: 1-866-599-1774 Envolv Dental Benefits: 1-855-609-5157 Envolv Pharmacy Solutions: 1-800-311-0557</p> <p>Coverage and reimbursement provided in accordance with Indiana Medicaid reimbursement.</p>
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Figure 4 – Sample MDwise HIP Member Card

 Member MID#: 000123456789 Member Name: To check eligibility and Primary Medical Provider (PMP): For Members: MDwise.org/myMDwise For Providers: MDwise.org/myMDwiseProvider 	<p>MDwise Customer Service: (Members/Providers) 1-800-356-1204, TTY/TDD: 1-800-743-3333 Pharmacy Services Helpline: 1-844-336-2677 (Members/Providers)</p> <table border="0"> <tr> <td> For Members:  EMERGENCIES: 911 or go to the nearest emergency room. Emergency room visit may result in copay.  NURSEon-call: 1-800-356-1204, option #1 then option #4 </td> <td> For Providers:  Pharmacy Prior Authorization Fax Line: 1-858-790-7100 RX BIN: 003585 RX GRP: MDVW RX PCN: ASPROD1  Claims Address & Payer ID: Refer to MDwise.org/Providers </td> </tr> </table>	For Members:  EMERGENCIES: 911 or go to the nearest emergency room. Emergency room visit may result in copay.  NURSEon-call: 1-800-356-1204, option #1 then option #4	For Providers:  Pharmacy Prior Authorization Fax Line: 1-858-790-7100 RX BIN: 003585 RX GRP: MDVW RX PCN: ASPROD1  Claims Address & Payer ID: Refer to MDwise.org/Providers
For Members:  EMERGENCIES: 911 or go to the nearest emergency room. Emergency room visit may result in copay.  NURSEon-call: 1-800-356-1204, option #1 then option #4	For Providers:  Pharmacy Prior Authorization Fax Line: 1-858-790-7100 RX BIN: 003585 RX GRP: MDVW RX PCN: ASPROD1  Claims Address & Payer ID: Refer to MDwise.org/Providers		

Figure 5 – Sample CareSource HIP Member Card

  Member Name: First Name <MI> <Last Name> Member RID #: RID <XXXXXXXXXX> Member Services Phone Number 1-844-607-2829 or (TTY 1-800-743-3333 or 711) 8 am to 8 pm, Monday through Friday Rx BIN 004336 RxPCN MCAIDADV Rx Grp RX6421 Deductible \$2500 Log onto My.CareSource.com check for eligibility, and Primary Medical Provider (PMP) IN-MMED-9174	<p>EMERGENCIES For Emergencies call 911 or go to nearest ER For non-emergency visits to ER, a copay may apply. If your health event is not life-threatening and you are not sure about going to the ER, call the RNs at CareSource24® for help.</p> <p>CareSource24® Phone Number 1-844-206-5947 (TTY 1-800-743-3333 or 711)</p> <p>PHARMACY CVS CareMark, P.O. Box 52066, Phoenix AZ 85072-2066</p> <p>PHARMACY PRIOR AUTHORIZATION 1-844-607-2831</p> <p>PROVIDER SERVICES 1-844-607-2831</p> <p>CLAIMS ADDRESS PO Box 3607, Dayton 45401</p> 
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Hoosier Care Connect Member Card

Hoosier Care Connect members receive member ID cards from their individual MCEs: Anthem, MHS or UnitedHealthcare. Examples of Hoosier Care Connect member cards are provided in Figures 6–8. Member identification numbers are located in the indicated areas.

Figure 6 – Sample Anthem Hoosier Care Connect Member Card



 	
Primary Medical Provider:	
MEMBER ID	
Group Plan RXBIN RxPCN RxGroup	631 003858 MA WKXA
Providers: Call MCE to confirm copays* Prescriptions \$3.00 Transportation \$1.00 Non-emergent ER \$3.00 *Exempt: Under age 18, pregnant members.	
Anthem Medical Claims Address: Anthem, PO Box 6144 Indianapolis, IN 46206-6144	
Customer Care Center: 1-844-284-1797 TTY: 711 24/7 Nurse Line: 1-866-800-8780 Provider Helpline: 1-844-284-1798 Med. & RX Precent: 1-866-408-7187 Pharmacy Help Desk: 1-844-520-2680 Vision Service Plan*: 1-877-478-7561 DentaQuest*: 1-888-281-3762 LCP Transportation*: 1-800-508-7230 *Contracts directly with group Anthem Blue Cross and Blue Shield is the trade name of Anthem Insurance Companies Inc., an independent licensee of the Blue Cross and Blue Shield Association.	
00/00/0000	

Figure 7 – Sample MHS Hoosier Care Connect Member Card







 	
MEMBER ID CARD	
MEMBER NAME: XXXX XXX Long Name Here MEMBER ID/RID: XXXXXXXXXX Rx BIN: 008019	MEMBER COPAYS: Transportation: \$1 one way/\$2 round trip Prescriptions: \$3 per prescription Non-emergent Emergency Room: \$3
Copay Exceptions Include: Members who are pregnant, Native American, less than 18 yrs old, or have met their 5% max. Other exceptions include medications for family planning and transportation to educational events or MAC meetings.	
PROVIDERS: This card is used for identification purposes only and does not entitle the card holder to services which are available under the programs administered by the State of Indiana. Verify eligibility before delivering services. Check Eligibility Phone: 1-877-647-4848 Prior Auth Phone: 1-877-647-4848 Fax: 1-866-912-4245 Pharmacy Prior Auth: USS Phone: 1-866-399-0928 USS Fax: 1-866-399-0929, Acacia Fax: 1-855-678-6976 Online: Through the MHS Secure Provider Portal at mhsindiana.com/login	
MEMBERS: It is against the law for this card to be used by anyone except the person whose name is printed on the front of this card. MHS Member Services: 1-877-647-4848 CentAccount Info Line: 1-877-259-6959 MHS Member Website: mhsindiana.com MHS 24hr Nurse Advice Line: 1-877-647-4848	
CLAIMS INFORMATION MHS Claims PO Box 3002 • Farmington, MO 63640-3802	
Conspicio/Behavioral Health Phone: 1-877-647-4848 Opticare Phone: 1-866-599-1774 DentaQuest Dental Phone: 1-855-453-5286 US Script Pharmacy Phone: 1-855-772-7121	
Coverage and reimbursement provided in accordance with Indiana Medicaid reimbursement.	

Figure 8 – Sample UnitedHealthcare Hoosier Care Connect Member Card

 	
Health Plan (R01A0) 911-87726-04	
Member ID: A999999991	
Member: MEMBER NAME	Group Number: INXXX Payer ID: 87726
	
Rx Bin: 610494 Rx Grp: ACUIN Rx PCN: 4841 Copay May Apply: \$3	
Copays may apply Transportation: \$1 one-way Non-emergency ER: \$3 0501	
Hoosier Care Connect Administered by UnitedHealthcare of Indiana, Inc.	
Emergency Room Copay May Apply. Printed: 12/05/2019	
	
In an emergency go to the nearest emergency room or call 911. To verify benefits or to find a provider, visit the website www.myuhc.com/communityplan or call.	
For Members: 800-832-4643 TTY 711	
For Providers: UHCprovider.com/incommunityplan 877-610-9785 Medical Claims: PO Box 5240, Kingston, NY, 12402-5240	
Pharmacy Claims: OptumRx, PO Box 650334, Dallas, TX 75265-0334 For Pharmacists: 866-215-5046	

Hoosier Healthwise Member Card

Hoosier Healthwise members receive member ID cards from their individual MCEs: Anthem, CareSource, MHS and MDwise. Examples of Hoosier Healthwise member cards are provided in Figures 9–12. Member identification numbers are located in the indicated areas.

Figure 9 – Sample Anthem Hoosier Healthwise Member Card



 	
JOHN O SAMPLE Member ID:	Primary Medical Provider
Prefix: RxBIN: 020107 RxPCN: IN RxGRP: WKXA	Providers: File claims to the local Blue Cross and/or Blue Shield plan. Please file medical claims using the prefix on the front of this card immediately followed by the Member ID. Do not include a space. Anthem providers can submit claims to: Availity.com or Anthem, Mail Stop: IN999 P.O. Box 61010 Virginia Beach, VA 23466 Possession of this card does not guarantee eligibility for benefits. anthem.com/inmedicaid <small>INHO 10221</small>
Member Services: 866-408-6131 TTY: 711 24/7 NurseLine: 866-408-6131 Behavioral Health Crisis Line: 833-874-0016 Provider Services: 866-408-6132 Med. & Rx Precert: 866-408-6132 Vision: 866-866-5641 Pharmacy Member Services: 833-235-2023 Help for Pharmacists: 844-916-3654 Dental: 866-291-3762 Transportation: 844-772-6632 <small>Anthem Blue Cross and Blue Shield is the trade name of Anthem Insurance Companies, Inc., an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.</small>	

Figure 10 – Sample CareSource Hoosier Healthwise Member Card

 	
Member Name: <First> <Last> Member RID: <RID #> Member Services: <1-844-607-2829 (TTY 1-800-743-3333 or 711)> Member Services Hours: 8 a.m. – 8 p.m. Monday – Friday Log on to MyCareSource.com to check for eligibility and Primary Medical Provider (PMP). CareSource24® Nurse Advice Line: <1-844-206-5947 (TTY: 711)>	
EMERGENCIES: FOR EMERGENCIES CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM (ER) For non-emergency visits to the ER, a copay may apply. If your health event is not life-threatening and you are not sure about going to the ER, call the RNs at CareSource24®, Nurse Advice Line for help at <1-844-206-5947 (TTY: 1-800-743-3333 or 711)>.	
PHARMACIST: <1-800-416-3632> MEMBER PHARMACY SERVICES: <1-844-607-2831> PROVIDER SERVICES: <1-844-607-2831> IN-MMED-3276a	

Figure 11 – Sample MHS Hoosier Healthwise Member Card






 	
Member Name: Member RID:	
RXBIN: 004336 RXPCN: MCAIDADV RXGROUP: RX5440	PROVIDERS: This card is used for identification purposes only and does not entitle the card holder to services which are available under the programs administered by the State of Indiana. Verify eligibility before delivering services. Secure Portal: - mhsindiana.com/login - Check eligibility, get prior auth, covered benefits and more. Pharmacy Prior Auth: Envolve Pharmacy Solutions Phone: 1-866-399-0928, Fax: 1-866-399-0929 AcariHealth Fax: 1-855-678-6976 MHS Provider Fax: 1-866-972-4245 MHS Provider Services: 1-877-647-4848 CLAIMS INFORMATION MHS Claims PO Box 3002 - Farmington, MO 63640-3802
MEMBERS: It is against the law for this card to be used by anyone except the person whose name is printed on the front of this card. MHS Website: mhsindiana.com - Check covered benefits, find a provider, My Health Pays® rewards and more. MHS My Health Pays® Info Line: 1-877-259-6559 MHS 24 hr Nurse Advice Line: 1-877-647-4848 MHS Member Services: 1-877-647-4848 TDD/TTY: 1-800-743-3333 Behavioral Health: 1-877-647-4848 Envolve Vision Benefits: 1-866-599-1774 Envolve Dental Benefits: 1-855-609-5157 Envolve Pharmacy Solutions: 1-800-378-0815 <small>Coverage and reimbursement provided in accordance with Indiana Medicaid reimbursement.</small>	

Figure 12 – Sample MDwise Hoosier Healthwise Member Card

	
Member Name: FIRST LAST Member MID#: 000000000000	Copays: Generic Rx: \$3 Brand Name Rx: \$10
To check eligibility and Primary Medical Provider (PMP): For Members: MDwise.org/myMDwise For Providers: MDwise.org/myMDwiseProvider	
	

MDwise Customer Service: (Members/Providers) 1-800-356-1204, TTY/TDD: 1-800-743-3333 Pharmacy Services Helpline: 1-844-336-2677 (Members/Providers)	
For Members: EMERGENCIES: 911 or go to the nearest emergency room. Non-emergency trips to the emergency room may result in copay.	For Providers: Pharmacy Prior Authorization Fax Line: 1-858-790-7100 RX BIN: 003585 RX GRP: MDW RX PCN: ASPROD1
NURSEon-call: 1-800-356-1204, option #1 then option #4	Claims Address & Payer ID: Refer to MDwise.org/Providers

Eligibility Verification System

Providers are required to verify member eligibility on the date of service. Providers that fail to verify eligibility are at risk of claims being denied due to member ineligibility or coverage limitations.

Note: Providers serving IHCP members in a long-term care (LTC) facility setting are responsible for verification of the member's eligibility and coverage status at the onset of service delivery as well as on an ongoing basis. At a minimum, LTC facility providers should verify this information monthly – ideally at the beginning of each calendar month, which is when eligibility changes are most likely to occur.

Viewing a member ID card alone does not ensure member eligibility. Providers can verify member eligibility by using one of the following Eligibility Verification System (EVS) options:

- Provider Healthcare Portal (Portal) – See the [Eligibility Verification on the Portal](#) section for instructions.
- Approved vendor software for the 270/271 batch or interactive eligibility benefit transactions – See the [Electronic Data Interchange](#) module for details.
- Interactive Voice Response (IVR) system at 800-457-4584 – See the [Interactive Voice Response System](#) module for instructions. (Customer Assistance representatives do not provide eligibility verification information.)

Providers can use information from a member's health card to access eligibility information on the EVS. If a member does not have a member ID card at the time of service, a provider can still verify eligibility if the provider has one of the following:

- The member's IHCP Member ID
- The member's Social Security number and date of birth
- The member's first and last name and date of birth

If the member is not eligible on the date of service, the member can be billed for services. However, it is important to remember that, if retroactive eligibility is later established, the provider must bill the IHCP and refund any payment that the member made to the provider.

Information Available Through the EVS

It is important that providers verify member eligibility on the date of service. Claim denial could result if the member was not eligible on the date of service, or if the service provided was outside the member's scope of coverage. Most eligibility-related claim denials are due to missing or incorrect information that should have been verified through one of the EVS options.

Before rendering services, providers should always check member eligibility to determine the following:

- Whether the individual has IHCP coverage on the date of service
- What type of IHCP coverage the member has on the date of service (see [Table 1](#) for a list of benefit plans associated with the various IHCP programs)
- Whether the member has other insurance coverage (known as third-party liability [TPL]) that takes precedence over the IHCP coverage
- Whether the member has a copayment responsibility for certain services
- Whether a member is enrolled through a managed care program (such as HIP, Hoosier Care Connect or Hoosier Healthwise) and, if so, to which MCE and PMP the member is assigned (name and telephone number) and the MCE delivery network associated with the member's PMP, if applicable

Note: If the EVS indicates that the member is enrolled in a managed care program, the MCE identified must be contacted for more specific program information.

If the EVS indicates that the member has a PMP, the physician identified must be contacted to determine whether a referral is needed. If the member has been assigned to multiple PMPs during the time period of the eligibility request, the eligibility response includes each PMP and the PMP-MCE information with the date segments that the member was assigned to the PMP.

- Whether the member is restricted, through the Right Choices Program, to a designated pharmacy, primary medical provider (PMP) and PMP-referred providers
- Whether the member has a monthly waiver liability
- What services are authorized under the member's Medicaid Rehabilitation Option (MRO) or 1915(i) State Plan Home- and Community-Based Services (HCBS) benefit (for applicable provider types only), as well as level-of-need information (for MRO members only)
- What level of care (LOC) is assigned for long-term care (LTC) or hospice members as well as whether a member who resides in an LTC facility has a patient liability and, if so, how much liability to collect from the member
- Whether the member is ineligible for LTC facility or HCBS waiver services on the date of service due to a transfer of property penalty period
- Whether member benefit limitations have been reached

Note: Benefit limit information provided by the EVS reflects only claims that are processed in CoreMMIS. Claims paid by MCEs are not reflected in the EVS benefit limit information. For benefit limit information related to pharmacy benefits, providers are advised to contact the FFS pharmacy benefit manager, OptumRx.

EVS Update Schedule

The DFR authorizes and initiates actions that affect member eligibility. The EVS is updated daily with member eligibility information transmitted from the IEDSS. The timing of the process (with the exception of Friday's activity) is as follows:

1. Information from IEDSS is downloaded from all counties daily after the close of business.
2. This file is passed electronically to *CoreMMIS* between midnight and 5 a.m. the next day.
3. *CoreMMIS* completes file processing by 9 a.m. the same day it receives the file.
4. The EVS is updated around 11 p.m. the day the file was processed. In the case of Friday's activity, the EVS is not updated until 11 p.m. Sunday.

The entire process takes two days to complete, with the exception of Friday's activity, which takes three days to complete. For example, if a DFR worker makes changes on Monday and the changes are transmitted to *CoreMMIS* Tuesday morning, between midnight and 5 a.m., *CoreMMIS* completes processing of Monday's file by 9 a.m. Tuesday. The EVS is updated by 11 p.m. Tuesday.

Verifying Eligibility for a Specific Date of Service

All eligibility verification options can be used to verify the eligibility status of a member for dates of service up to seven years in the past. Eligibility inquiries are limited to a one-calendar-month date span.

Note: Eligibility cannot be verified for future dates because eligibility cannot be guaranteed before the date of service.

Providers may verify eligibility for members for any date of service that is within the provider's IHCP enrollment period. However, the EVS restricts providers from accessing member eligibility information for dates of service on which the provider was not actively enrolled in the IHCP. If providers enter a date span, each day in the date span must be within the provider's enrollment period. For example, if the provider is enrolled in the IHCP from 11/1/15 to 5/7/20, and an eligibility inquiry is entered for a date span of 5/1/20 to 5/10/20, the dates of 5/8, 5/9 and 5/10 all fall outside the provider's enrollment period. Even though there are some days that fall within the date range, because there are some days that fall outside, the inquiry on eligibility verification will not be allowed.

Proof of Eligibility Verification

Providers must retain proof that member eligibility was verified. For verification conducted via the IVR system, providers must document the verification number provided by the IVR system and record it for future reference. In the event that a discrepancy exists between the verification information obtained on the date of service and eligibility information on file, the verification number can be used to resolve the matter for claim processing.

The Portal contains a time-and-date stamp used for proof of timely eligibility verification. If a provider is required to prove timely eligibility verification, the provider must send a screen print from the Portal to the Written Correspondence Unit with a completed claim. The [Claim Submission and Processing](#) module provides additional information about written correspondence policies.

Eligibility Verification on the Portal

To verify eligibility online via the Portal, users must first establish a registered account on the Portal, as described in the [Provider Healthcare Portal](#) module.

Use the following steps to verify eligibility on the Portal:

1. Log in to the [Provider Healthcare Portal](#), accessible from the home page at in.gov/medicaid/providers.
2. Click the Eligibility tab on the Portal menu bar to access the *Eligibility Verification Request* panel.
3. Enter one of the following:
 - Member ID
 - Member’s Social Security number (SSN) and birth date
 - Member’s last name, first name and birth date
4. Enter the date, or date range, for which eligibility is being checked:
 - The **Effective From** field is always required. If a date is not entered in this field, the Portal defaults this field to the current date. This field only accepts current and previous dates.
 - The **Effective To** field is optional. If a date is entered, it must be on or after the date in the Effective From field and must be within the same calendar month as that date. If a date is not entered in this field, it will default to the date in the Effective From field.
5. Click **Submit** to determine the member eligibility for the specified date or date range.

Figure 13 – Eligibility Verification Request Panel

Eligibility Verification Request ?

* Indicates a required field.
Enter the member information. If Member ID is not known, enter SSN and Birth Date, or Last Name, First Name, and Birth Date.

Member ID Last Name First Name

SSN Birth Date

*Effective From Effective To

Submit **Reset**

6. The Portal displays results of the search:
 - If the search criteria do not match information in the Portal, a message appears above the search panel stating: “Error: Member not found; confirm and/or revise search criteria.” (See [Figure 14](#).)
 - If the Portal finds results for the search criteria entered, but the member does not have coverage for the dates searched, the words “Not Eligible” appear in the coverage details for that member. (See [Figure 15](#).)
 - If the Portal finds coverage for the dates entered, it lists the member’s benefit plans, as well as additional information, in the *Coverage Details* panel. (See [Figure 16](#).)

Figure 14 – Eligibility Verification Request – No Information Found

Error
Member not found, confirm and/or revise search criteria

Eligibility Verification Request ?

* Indicates a required field.
Enter the member information. If Member ID is not known, enter SSN and Birth Date, or Last Name, First Name, and Birth Date.

Member ID Last Name First Name

SSN Birth Date

*Effective From Effective To

Submit **Reset**

Figure 15 – Eligibility Verification Request – No Coverage for Dates Searched

Coverage Details for				from 02/14/2020 to 02/14/2020			
Member ID				Birth Date			
Verification Response ID				Expand All Collapse All			
Benefit Details							
Coverage		Description			Effective Date		End Date
Not Eligible					02/14/2020		02/14/2020
Demographic Details							

Figure 16 – Eligibility Verification Information

Coverage Details for

from 02/14/2020 to 02/14/2020

Member ID

Birth Date

Expand All

Collapse All

Verification Response ID

Benefit Details

Coverage	Description	Effective Date	End Date
Full Medicaid	Full Medicaid for individuals who are 65 years old, blind, or disabled (FFS or Managed Care)	02/14/2020	02/14/2020
Coverage	Description and Copayment Message	Copay Amount	
Full Medicaid	Medical Care - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Chiropractic - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Dental Care - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Hospital - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Emergency Services - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Professional (Physician) Visit - Office - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Hospital - Inpatient - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Urgent Care - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Mental Health - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Vision (Optometry) - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Medically Related Transportation - The copay amount for transportation services will range from \$0.50 to \$2.00 based on the allowed amount for the procedure code. Please see the IHCP provider reference modules for more details.	\$2.00	
Full Medicaid	Hospital - Outpatient - Copay applies only to non-emergency services.	\$3.00	
Full Medicaid	Pharmacy - The copay for Pharmacy services is \$3.00 for legend and non legend drugs and insulin for each covered drug dispense. Please refer to the Pharmacy Reference module for additional information on copay exemptions.	\$3.00	

Limit Details

Managed Care Assignment Details

Other Insurance Details

Note: For a claim to be considered for payment, the date of service must fall within an effective date range.

- Within the *Coverage Details* panel, all panels other than *Benefit Details* are initially collapsed. As you expand (+) the panels, you are able view to more information. You can also select *Expand All* to display all the information for all the panels. Only panels applicable to the member's coverage are displayed.

The following sections describe all possible panels returned with an eligibility verification request.

Benefit Details

The *Benefit Details* panel lists the member's coverage, including benefit plan name and description, and copayment requirements:

- For more information about IHCP benefit plans, see [Table 1](#) and [Section 2: Fee-for-Service Programs and Benefits](#), [Section 3: Managed Care Programs](#), and [Section 4: Special Programs and Processes](#).
- For more information about copayments, see [Section 5: Member Copayment Policies](#).

For Medicaid Rehabilitation Option (MRO) members, the description in the *Benefit Details* panel also provides information about the member's level of need and service package assignment.

Figure 17 – Benefit Details

Benefit Details			
Coverage	Description	Effective Date	End Date
Full Medicaid	Full Medicaid for individuals who are 65 years old, blind, or disabled (FFS or Managed Care)	02/14/2020	02/14/2020
Medicaid Rehabilitation Option	Medicaid Rehabilitation Option for Adults with Level of Need = 4, Service Package 4	02/14/2020	02/14/2020
Coverage	Description and Copayment Message	Copay Amount	
Full Medicaid	Medical Care - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Chiropractic - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Dental Care - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Hospital - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Emergency Services - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Professional (Physician) Visit - Office - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Hospital - Inpatient - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Urgent Care - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Mental Health - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Vision (Optometry) - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Medically Related Transportation - The copay amount for transportation services will range from \$0.50 to \$2.00 based on the allowed amount for the procedure code. Please see the IHCP provider reference modules for more details.	\$2.00	
Full Medicaid	Hospital - Outpatient - Copay applies only to non-emergency services.	\$3.00	
Full Medicaid	Pharmacy - The copay for Pharmacy services is \$3.00 for legend and non legend drugs and insulin for each covered drug dispense. Please refer to the Pharmacy Reference module for additional information on copay exemptions.	\$3.00	

Detail Information

For applicable providers, the following benefit plans will appear as a hyperlink in the *Benefit Details* panel (Figure 17):

- Adult Mental Health Habilitation
- Behavioral & Primary Healthcare Coordination
- Child Mental Health Wraparound
- Medicaid Rehabilitation Option

Providers can click the linked plan name to view the *Detail Information* panel (Figure 18), which shows the specific services authorized for the member under that plan.

Note: The Portal displays the Detail Information panel only for those providers with the correct specialty for MRO or 1915(i) HCBS program services. For all other provider specialties, the plan names will not appear as a hyperlink and the Detail Information panel will not be accessible.

For details about these benefit plans, see the [Medicaid Rehabilitation Option Services](#) and [1915\(i\) State Plan HCBS Program Services](#) sections.

Figure 18 – Detail Information

Detail Information									
Total Records: 5									
Authorization Number	Status	Provider	Code	Description	Service Dates	Units Authorized	Units Used	Amount Authorized	Amount Used
X100100100	APPROVED	PSYCHIATRIC CENTER	H0031 HW	MH HEALTH ASSESS BY NON-MD	08/10/2017 - 02/06/2018	1	-	-	-
X100100100	APPROVED	PSYCHIATRIC CENTER	H0004 HW	ALCOHOL AND/OR DRUG SERVICES	08/10/2017 - 02/06/2018	32	-	-	-
X100100100	APPROVED	PSYCHIATRIC CENTER	H0004 HW U1	ALCOHOL AND/OR DRUG SERVICES	08/10/2017 - 02/06/2018	48	-	-	-
X100100100	APPROVED	PSYCHIATRIC CENTER	H2035 HW	A/D TX PROGRAM, PER HOUR	08/10/2017 - 02/06/2018	32	-	-	-
X100100100	APPROVED	PSYCHIATRIC CENTER	H2017 HW	PSYSOC REHAB SVC, PER 15 MIN	08/10/2017 - 02/06/2018	1820	-	-	-

Transfer of Property Detail

Some members incur a transfer of property penalty while they are transferring assets. During this period, claims for LTC or HCBS waiver services will be denied.

Providers enrolled as extended care facilities (type 03) or waiver providers (type 32) will see the *Transfer of Property Detail* panel if the member is ineligible for coverage of these services on the dates searched due to a transfer of property penalty period.

Figure 19 – Transfer of Property Detail

Transfer of Property Details		
Description	Effective Date	End Date
Transfer of Property Penalty Period	09/04/2019	09/22/2019

Limit Details

The *Limit Details* panel lists unit or dollar limits that may apply to the member for certain services. For applicable services, if any portion of the limit has already been reimbursed under the FFS delivery system, the panel shows a description of the limit, the limit amount allowed and the amount that is still remaining to the member. The amount indicated as remaining is based on FFS paid claims. The *actual* amount remaining may be different – for example, if a service has been rendered but the claim has not yet been paid. See [Section 6: Benefit Limit Information](#) for more information.

Note: Although this panel may appear in the eligibility verification results for a managed care member, the information shown is based on FFS claims only. Providers must contact the member's MCE for benefit limit information pertaining to services rendered under the managed care delivery system.

Figure 20 – Limit Details

Limit Details		
The Dollar Limits and Service Limits may not reflect recent claims.		
Dollar Limits	Limit	Remaining
6113 DME LIMITED TO \$2000 PER MEMBER PER CAL YR	\$2,000.00	-
Service Limits	Limit	Remaining
6830 TRANSPORT: ONE-WAY TRIP IN EXCESS OF 20/12 MONTHS	20	14

Managed Care Assignment Details

For members enrolled in a managed care program, such as HIP, Hoosier Care Connect or Hoosier Healthwise, the *Managed Care Assignment Details* identifies the member's managed care program, PMP name and telephone number, MCE name and telephone number, and delivery network associated with the PMP, if a delivery network is applicable. The option to submit a Notification of Pregnancy (NOP) for managed care members is also available from this panel; see the [Obstetrical and Gynecological Services](#) module for details.

Figure 21 – Managed Care Assignment Details – Managed Care

Managed Care Assignment Details			
Managed Care Program		Primary Medical Provider	Provider Phone
Hoosier Care Connect		XXXXXXXXXXXXXX	XXXXXXXXXXXXXX
Effective Date	End Date	MCO / CMO Name	MCO / CMO Phone
06/21/2018	06/21/2018	ANTHEM	XXXXXXXXXXXXXX
Enter NOP Print Blank NOP			

For FFS members subject to brokerage requirements for nonemergency medical transportation (NEMT) services, the *Managed Care Assignment Details* panel displays the name of the broker that must be used to arrange the transportation. These members are still considered FFS for all other services; however, scheduling and billing of the NEMT service must be done through the broker, as described in the [Transportation Services](#) module.

Figure 22 – Managed Care Assignment Details – FFS with Brokered NEMT

Managed Care Assignment Details			
Managed Care Program		Primary Medical Provider	Provider Phone
Fee for Service + NEMT			
Effective Date	End Date	MCO / CMO Name	MCO / CMO Phone
06/21/2018	06/21/2018	SOUTHEASTTRANS, INC	

Right Choices Program

The Right Choices Program (RCP) locks members in to a single PMP and pharmacy. Additional providers may be authorized as needed, by PMP referral only.

If a member is enrolled in the RCP on the dates searched, the *Right Choices Program* panel is displayed and lists the member's PMP, lock-in pharmacy and any authorized referral providers. With the exception of hospital services and services specifically carved out of the RCP, IHCP coverage for the RCP member is limited to the specific providers listed. See the [Right Choices Program](#) module for more information.

Figure 23 – Right Choices Program

Right Choices Program					
✓ Indicates a PMP Provider.					
RCP Provider	PMP	RCP Provider Phone	Service	Effective Date	End Date
XXXXXXXXXX XXXXXXXXXXXX	Yes ✓	X-XXX-XXX-XXXX	RCP-Physician	05/26/2020	05/27/2020
XXXXXXXXXX XXXXXXXXXXXX	No	X-XXX-XXX-XXXX	RCP-Physician	05/26/2020	05/27/2020
XXXXXXXXXX XXXXXXXXXXXX	No	X-XXX-XXX-XXXX	RCP-Physician	05/26/2020	05/27/2020
XXXXXXXXXX XXXXXXXXXXXX	No	X-XXX-XXX-XXXX	RCP-Pharmacy	05/26/2020	05/27/2020

Waiver Liability Details

If applicable, the *Waiver Liability Details* panel shows the member's Medicaid waiver liability obligation and the remaining balance. The balance amount shown may not reflect claims not yet processed. Providers may bill the member for the amount credited to liability after the claim is adjudicated. See the [HCBS and ESRD Waiver Liability](#) section for details.

Figure 24 – Waiver Liability Details

Waiver Liability Details		
These amounts are based on claims processed at the time of this eligibility verification. It is subject to change at any time following this eligibility verification as claims continue to process in the system. A provider may bill a member for the Waiver Liability amount deducted from the adjudicated claim; however, with the exception of point of sale (POS) pharmacy claims, the member is not required to pay the provider until the member receives the monthly Medicaid Waiver Liability Summary Notice listing the amount applied to Waiver Liability.		
Month	Waiver Liability Obligation	Waiver Liability Balance
March, 2014	\$100.00	\$76.37

Institutional Level of Care and Hospice

For members with a nursing facility and/or hospice level of care (LOC) assignment for the dates searched, the *Institutional Level of Care and Hospice* panel displays the applicable LOC. If the member is required to pay a facility fee, that amount is displayed as the Patient Liability/Client Obligation. See the [Hospice Services](#) and [Long-Term Care](#) modules for more information.

Figure 25 – Institutional Level of Care and Hospice

Institutional Level of Care and Hospice			
Level of Care	Provider	Effective Date	End Date
Hospice Program; Auth for 1st 90 day period	XXXXXXXXXXXXXXXX	01/13/2020	01/31/2020
Nursing Facility Level of Care	XXXXXXXXXXXXXXXX	01/27/2020	01/31/2020
Patient Liability/Client Obligation: \$0.00			

Note: The Portal displays LOC information for FFS members only. To confirm hospice benefits provided under a managed care program, providers must contact the member's MCE.

Other Insurance Details

The *Other Insurance Details* panel displays information about other coverage, in addition to IHCP benefits, on file for the member. The information provided includes the carrier's name (and Carrier ID), address, and telephone number and the policyholder's policy ID, group ID, name and coverage type. For more information about billing and reimbursement for members with other insurance, in addition to IHCP coverage, see the [Third-Party Liability](#) module.

Figure 26 – Other Insurance Details

Other Insurance Details						
Carrier Name (Carrier ID)	Address	Phone Number	Policy ID	Group ID	Policy Holder	Coverage Type
Medicare					MEMBER NAME (0000000000)	MEDICARE A
Medicare					MEMBER NAME (0000000000)	MEDICARE B
Medicare					MEMBER NAME (0000000000)	MEDICARE PART D
CARRIER NAME PART D (0000000)	P.O. BOX 00000 XXCITY, IN 00000	1-800-000-0000	000	X0000	MEMBER NAME (0000000000)	MEDICARE PART D

Note: Providers can submit information about a member's other insurance by using the Portal's Secure Correspondence link, with TPL Update selected as the category. Updates can take up to 20 business days to be verified. See the [Third-Party Liability](#) module for details.

Demographic Details

The *Demographic Details* panel displays the address on file for the member.

Figure 27 – Demographic Details

Demographic Details		
Street Address		
City	State Indiana	ZIP Code

Section 2: Fee-for-Service Programs and Benefits

Indiana Health Coverage Programs (IHCP) members enrolled in programs delivered as fee-for-service (FFS) are not enrolled with a managed care entity (MCE) and are not required to choose a primary medical provider, unless they are assigned to the Right Choices Program. See the [Introduction to the IHCP](#) module for detailed information about the FFS delivery system.

The programs associated with the FFS delivery system include:

- Traditional Medicaid
 - Identified in the IHCP Eligibility Verification System [EVS] as either of the following benefit plans with no managed care assignment other than for nonemergency medical transportation (NEMT):
 - Full Medicaid
 - Package A – Standard Plan
- Medicare Savings Programs
 - Qualified Medicare Beneficiary (QMB)
 - Specified Low-Income Medicare Beneficiary (SLMB)
 - Qualified Individual (QI)
 - Qualified Disabled Working Individual (QDWI)

*Note: Members identified in the EVS as having both Qualified Medicare Beneficiary coverage and **also** Full Medicaid or Package A coverage are known as **QMB-Also**. Members identified as having both Specified Low-Income Medicare Beneficiary coverage and **also** Full Medicaid or Package A coverage are known as **SLMB-Also**. Members who have **only** QMB coverage or **only** SLMB coverage (not in conjunction with Full Medicaid or Package A) are known as **QMB-Only** or **SLMB-Only**. See the [Medicare Savings Programs – QMB, SLMB, QI, QDWI](#) section for details.*

- Emergency Services Only (ESO)
 - Package E – Emergency Services Only
 - ESO Coverage with Pregnancy Coverage (Package B)
- Family Planning Eligibility Program
- 590 Program

See the [Fee-for-Service Benefit Options](#) section for information about additional service options that are available on an FFS basis.

See [Section 4: Special Programs and Processes](#) for information about presumptive eligibility (PE) coverage and other special programs and processes provided as FFS.

Traditional Medicaid

The Traditional Medicaid program provides coverage for healthcare services rendered to individuals in the following groups who meet eligibility criteria, such as specific income guidelines:

- Persons in long-term care (LTC) facilities and other institutions, such as a nursing facility (NF) or an intermediate care facility for individuals with intellectual disability (ICF/IID)
- Persons eligible for Hoosier Healthwise who qualify for IHCP hospice benefits
- Persons eligible for a Home- and Community-Based Services (HCBS) waiver program, including those with a waiver liability
- Persons with end-stage renal disease (ESRD), including those with a waiver liability
- Persons with both Medicare and Medicaid (dual eligibility)
- Persons enrolled in the Breast or Cervical Cancer Treatment Program
- Refugees who do not qualify for any other aid category
- Children receiving adoption assistance
- Wards of the State who opt out of Hoosier Care Connect
- Foster children
- Former foster children who turned 18 years of age while in foster care, are under age 26 (or under age 21, if the foster care was outside of Indiana), and opt out of Hoosier Care Connect

Traditional Medicaid members are eligible for full coverage of Medicaid services, as described in the *Indiana State Plan*. For details, see the *Indiana State Plan*, accessible from the [Provider Reference Materials](#) page at in.gov/medicaid/providers.

In conjunction with Full Medicaid/Package A – Standard Plan benefits, Traditional Medicaid members may, under certain circumstances, also be eligible for additional services, including 1915(c) HCBS waiver services, 1915(i) State Plan HCBS program services, Medicaid Rehabilitation Option (MRO) services, hospice services and LTC services. These additional services are also delivered on an FFS basis. Providers must consult the EVS to determine the member's eligibility status and coverage details.

Indiana Breast and Cervical Cancer Program

Individuals diagnosed with female breast cancer or cervical cancer through the Indiana Breast and Cervical Cancer Program (BCCP) of the Indiana Department of Health (IDOH) are eligible for Traditional Medicaid coverage during the course of treatment. These members are in the FFS delivery system only. To be eligible, an individual must meet the following criteria:

- Must be younger than 65 years old
- Must not be eligible for another Medicaid category
- Must not be covered by any other insurance that includes breast or cervical cancer treatment

Alternatively, an individual can receive coverage for treatment under the BCCP program if they were diagnosed with female breast cancer or cervical cancer, but not screened through BCCP, if:

- They are between the ages of 18 and 65.
- They have income at or below 200% of the federal poverty level (FPL).
- They are not eligible for Medicaid under any other category.
- They have no health insurance that will cover their treatment.

HCBS and ESRD Waiver Liability

Some individuals who have income in excess of the Traditional Medicaid threshold and who are approved for HCBS waiver services are enrolled in Traditional Medicaid under the HCBS waiver liability provision. Waiver liability is similar to a deductible. Medicaid provider responsibilities to members enrolled under the waiver liability provision are published in *Indiana Administrative Code 405 IAC 1-1-3.1*. See the [1915\(c\) HCBS Waiver Services](#) section for information about special service options associated with HCBS waivers.

A similar waiver liability provision is available for some individuals approved for ESRD services. After ending the spend-down program, the IHCP instituted a temporary program that grants Traditional Medicaid eligibility to individuals with ESRD who were at risk of losing access to transplant services. To be eligible for the Medicaid ESRD waiver liability provisions, an individual must:

- Be eligible for Medicare
- Not be in an institutional setting or on a waiver
- Have income between 150% and 300% of the federal poverty level (FPL)

These individuals are subject to a monthly ESRD waiver liability. As authorized and approved by the Centers for Medicare & Medicaid Services (CMS) for the temporary program, the liability amount is calculated based on the previously used spend-down methodology.

Members with waiver liability must incur medical expenses in the amount of their excess income each month before becoming eligible for Traditional Medicaid. It is the member's responsibility to provide nonclaim verification of incurred medical expenses to the Division of Family Resources (DFR). The member becomes eligible at the beginning of the month, but payments are subject to reduction based on the amount of waiver liability remaining for the month.

A provider may bill a member for the amount listed under PATIENT RESP on the Remittance Advice (RA). With the exception of point-of-sale (POS) pharmacy claims, the IHCP does not require the member to pay the provider until the member receives the liability summary notice. The IHCP notifies pharmacists of the amount the member owes at the time the POS claim adjudicates so that the pharmacists can collect from the members at the time of service. The IHCP permits the provider to bill a member after the second business day of the month following the month the claim was adjudicated. The provider may not apply a more restrictive collection policy to members with liability than to other patients or customers. If the provider has a general policy to refuse service to a patient or customer with an unpaid bill, that policy may not be applied to a member with liability before the member receives the liability summary notice. Providers must bill their usual and customary charge to Medicaid. The maximum amount a provider can bill a member is the lesser of the liability obligation remaining at the time the claim adjudicates or the usual and customary charge. For more information on waiver billing information, see the [Home- and Community-Based Services Billing Guidelines](#) module.

When a provider verifies member eligibility, if the member has a liability (either for HCBS waiver or ESRD waiver), the EVS indicates the dollar amount of the remaining liability obligation for the month. On the IHCP Provider Healthcare Portal (Portal), this liability amount is listed in the *Waiver Liability Details* panel; see Figure 28. Providers can use the enhanced liability information to assist members with financial planning for payment of the liability. Providers may not collect the liability obligation from the member at the time of service. A provider may bill the member for the amount credited to liability after the provider receives an RA showing that the claim has been adjudicated.

Figure 28 – Waiver Liability Details Panel in the Portal Eligibility Verification

Waiver Liability Details		
These amounts are based on claims processed at the time of this eligibility verification. It is subject to change at any time following this eligibility verification as claims continue to process in the system. A provider may bill a member for the Waiver Liability amount deducted from the adjudicated claim; however, with the exception of point of sale (POS) pharmacy claims, the member is not required to pay the provider until the member receives the monthly Medicaid Waiver Liability Summary Notice listing the amount applied to Waiver Liability.		
Month	Waiver Liability Obligation	Waiver Liability Balance
March, 2017	\$100.00	\$76.37

Benefit Limits and Waiver Liability

In general, denied services do not credit waiver liability. For example, a service that is not covered by Medicaid under 405 IAC 5, and therefore denied by the IHCP, does not credit waiver liability. However, a service that is denied because the member exceeds a benefit limit that cannot be overridden with an approved prior authorization may credit waiver liability. See [Section 6: Benefit Limit Information](#) for more information about benefit limits.

Medicare Part D and Medicaid Waiver Liability

When a member qualifies for the Medicare Low-Income Subsidy (LIS), Medicare considers the member qualified for the remainder of the calendar year. If the member qualifies for the Medicare LIS after the first half of the current calendar year, Medicare considers the member qualified until the end of the next calendar year. When qualified, Medicare Part D members are able to receive prescription drug coverage from Medicare every month without waiting to meet the monthly Medicaid waiver liability.

Members must meet their monthly Medicaid waiver liability requirements prior to receiving Medicaid benefits. Although members may not meet Medicaid waiver liability requirements as quickly, other medical expenses, Medicare copayments and Medicare-excluded drugs covered by the IHCP still count toward the Medicaid waiver liability. Until Medicaid waiver liability is met, members are responsible for the provider's usual and customary charges (UCCs) for IHCP-covered drugs and other IHCP-covered health services. Providers are not required to dispense IHCP-covered drugs if the member's waiver liability has not been met.

Medicare Savings Programs – QMB, SLMB, QI, QDWI

Federal law requires that state Medicaid programs pay Medicare coinsurance or copayment, deductibles, and/or premiums for certain elderly and disabled individuals through a program called the Medicare Savings Program. These individuals must meet the following eligibility criteria to receive assistance with Medicare-related costs:

- Entitled to Medicare
- Low income
- Few personal resources

Note: The terms coinsurance and copayment are interchangeable. When referred to in outputs such as the IVR system, Portal, Remittance Advice and so forth, the term “coinsurance” represents coinsurance and/or copayment.

Medicare Savings Program coverage falls into the categories shown in [Table 2](#).

For all QMBs, the IHCP pays the Medicare Part B premiums and Medicare Part A (as necessary), as well as Medicare deductibles and coinsurance or copayment for Medicare-covered services when the Medicare payment amount is less than the Medicaid allowed reimbursement amount. The member is never responsible for the amount disallowed (paid at zero) when Medicare paid more than the Medicaid allowed amount for the service.

Table 2 – Medicare Savings Program Coverage Categories

Coverage Type	Description of Coverage	Notes
QMB-Only	<p>The member's benefits are limited to payment of:</p> <ul style="list-style-type: none"> The member's Medicare Part A (if not entitled to free Part A) and Part B premiums Deductibles and coinsurance or copayment for Medicare-covered services <p>IHCP claims for services not covered by Medicare are denied as Medicaid noncovered services. The member must make payment in full for medical supplies, equipment and other services not offered by Medicare, such as routine physicals, dental care, hearing aids and eyeglasses.</p>	<p>When the EVS identifies a member as having only <i>Qualified Medicare Beneficiary</i> coverage (without also having <i>Full Medicaid</i> or <i>Package A – Standard Plan</i> coverage), the provider should contact Medicare to confirm medical coverage. Failure to confirm coverage may result in a claim denial because Medicare benefits may have been discontinued or recently denied.</p> <p>Providers should tell the member that the service is not a Medicaid-covered service for a member who has only QMB coverage. If the member still wants the service, the member is responsible for payment. See the Provider Enrollment module for additional information about billing an IHCP member for noncovered services.</p>
QMB-Also without waiver liability	<p>The member's benefits include payment of:</p> <ul style="list-style-type: none"> The member's Medicare Part A (if not entitled to free Part A) and Part B premiums Deductibles and coinsurance or copayment on Medicare-covered services Traditional Medicaid benefits (excluding prescription drug coverage, as stated in the Medicaid and the Medicare Prescription Drug Coverage Program section) throughout each month of eligibility 	<p>When the EVS identifies a member as having <i>Qualified Medicare Beneficiary</i> coverage and also <i>Full Medicaid</i> or <i>Package A – Standard Plan</i> coverage, claims for services covered by Medicare may cross over to Medicaid for additional payment consideration.</p> <p>Medicaid claims for services not covered by Medicare must be submitted as regular Medicaid claims and not as crossover claims.</p>
QMB-Also with HCBS or ESRD waiver liability	<p>The member's benefits include payment of:</p> <ul style="list-style-type: none"> The member's Medicare Part A (if not entitled to free Part A) and Part B premiums Deductibles and coinsurance or copayment for Medicare-covered services Traditional Medicaid benefits (excluding prescription drug coverage, as stated in the Medicaid and the Medicare Prescription Drug Coverage Program section) after the member's monthly liability is met 	<p>When the EVS identifies a member as having <i>Qualified Medicare Beneficiary</i> coverage and also <i>Full Medicaid</i> or <i>Package A – Standard Plan</i> coverage, but with an unmet waiver liability, claims may process toward the member's waiver liability amount; however, until the waiver liability is satisfied for the month, the member's benefits are limited to payment of Medicare premium and deductibles, coinsurance, or copayment for Medicare-covered services.</p>

Coverage Type	Description of Coverage	Notes
SLMB-Only	<p>The member's benefits are limited to payment of the member's Medicare Part B premium only.</p> <p>Providers should tell the member that the service is not a Medicaid-covered service for a member who has only SLMB coverage.</p>	<p>When the EVS identifies a member as having only <i>Specified Low Income Medicare Beneficiary</i> coverage (without also having <i>Full Medicaid</i> or <i>Package A – Standard Plan</i> coverage), the provider should contact Medicare to confirm medical coverage. Failure to confirm coverage may result in a claim denial because Medicare benefits may have been discontinued or recently denied. If the member still wants the service, the member is responsible for payment. See the Provider Enrollment module for additional information about billing an IHCP member for noncovered services.</p>
SLMB-Also without waiver liability	<p>The member's benefits include payment of:</p> <ul style="list-style-type: none"> The member's Medicare Part B premium Traditional Medicaid benefits (excluding prescription drug coverage, as stated in the Medicaid and the Medicare Prescription Drug Coverage Program section) throughout each month of eligibility 	<p>When the EVS identifies a member as having <i>Specified Low Income Medicare Beneficiary</i> coverage and also <i>Full Medicaid</i> or <i>Package A – Standard Plan</i> coverage, claims for services covered by Medicare may cross over to Medicaid for additional payment consideration. Medicaid claims for services not covered by Medicare must be submitted as regular Medicaid claims and not as crossover claims.</p>
SLMB-Also with waiver liability	<p>The member's benefits include payment of:</p> <ul style="list-style-type: none"> The member's Medicare Part B premium Traditional Medicaid benefits (excluding prescription drug coverage, as stated in the Medicaid and the Medicare Prescription Drug Coverage Program section) after the member's monthly liability is met 	<p>When the EVS identifies a member as having <i>Specified Low Income Medicare Beneficiary</i> coverage and also <i>Full Medicaid</i> or <i>Package A – Standard Plan</i> coverage, but with an unmet waiver liability, claims may process toward the member's waiver liability amount; however, until the waiver liability is satisfied for the month, the member's benefits are limited to payment of the Medicare Part B premium.</p>
QI	The member's benefit is limited to payment of the member's Medicare Part B premium only.	The EVS identifies this coverage as <i>Qualified Individual</i> .
QDWI	The member's benefit is limited to payment of the member's Medicare Part A premium only.	The EVS identifies this coverage as <i>Qualified Disabled Working Individual</i> .

Eligibility Verification for QMB-Also and SLMB-Also Members With Liability

The EVS options (Portal, IVR system and 270/271 transaction) return the following eligibility information for QMB-Also and SLMB-Also members with an HCBS or ESRD waiver liability:

- That the member is QMB-Also or SLMB-Also:
 - For QMB-Also members, the EVS indicates both *Qualified Medicare Beneficiary* coverage and also *Full Medicaid* or *Package A* coverage
 - For SLMB-Also members, the EVS indicates both *Specified Low Income Medicare Beneficiary* coverage and also *Full Medicaid* or *Package A* coverage
- That the member has liability
- Whether or not the member’s liability has been met for the month
- If the member’s liability has not been met, the amount that remains for the month

The EVS maintains all historical waiver liability information. The EVS reports the dollar amount of the remaining liability obligation for the month.

Services rendered up to the cost of the member liability are the responsibility of the member to pay to the rendering provider, and it is the responsibility of the provider to collect the liability payment from the member. Providers may not collect the liability obligation from the member until the claim is adjudicated showing that the member liability has been applied to the provider claim.

Costs for rendered services beyond the liability are paid by the IHCP, and medically necessary services beyond the cost of the liability must still be provided to the member.

Medicaid and the Medicare Prescription Drug Coverage Program

With implementation of the *Medicare Modernization Act* (MMA) and Medicare Part D prescription drug coverage program (Medicare Part D), the IHCP can no longer pay for Medicare-covered prescription drugs. Medicaid covers excluded Medicare Part D drugs that are listed on the IHCP Over-the-Counter Drug Formulary and barbiturates (when used for medically accepted indications *other than* epilepsy, cancer or chronic mental health disorders; for example, the combination product butalbital/aspirin/caffeine, indicated for headaches). Enrollment in Medicare Part D prescription drug coverage is voluntary.

Medicaid members who receive full Medicaid benefits and who are enrolled in Medicare Part A or Part B do not have coverage for Medicare Part D-covered drugs unless they join, or are auto-enrolled by Medicare into, a Medicare prescription drug plan (PDP). Medicaid does not pay for Medicare Part D-covered drugs for people who are enrolled in Medicare or who decline the Medicare Part D coverage or disenroll from the Medicare PDP.

Note: The IHCP does not cover compounded drug products containing a Medicare Part D-covered drug product for dually eligible members.

The Medicare LIS, also known as “Extra Help,” is a federal subsidy provided by Medicare that helps members pay for their Medicare PDP premiums, copays and deductibles. Members need to apply for this assistance program through Social Security at 800-722-1213 or access help online at the [Social Security Administration website](https://www.ssa.gov/medicare/pdp) at ssa.gov. If the member chooses a Medicare PDP with higher premiums than the amount that Medicare will subsidize, he or she will have to pay the difference. Assistance can also be obtained through any of the local Social Security offices in the member’s area.

Questions about Medicare prescription drug coverage can be directed to Medicare at 800-Medicare (800-633-4227), TTY users 877-486-2048 or the [Medicare website](https://www.medicare.gov) at medicare.gov. Members can contact Medicare or State Health Insurance Assistance Program (SHIP) at 800-452-4800 (866-846-0139 for TTY users) for help choosing a Medicare prescription drug plan or applying for the “Extra Help.”

Emergency Services Only

Emergency Services Only (ESO) benefit plans – Package E and Package B – offer limited coverage for individuals who would otherwise be eligible for full Medicaid coverage, but who do not meet citizenship or immigration-status requirements for the program.

Note: Children born in the United States to ESO (Package E or B) members are categorically eligible for full Medicaid coverage, at least for the month of birth, upon determination of eligibility through the DFR.

Children who are not born in the United States are eligible only for ESO coverage, unless the child is a current U.S. citizen, a qualified alien or a lawful permanent resident who has resided in the United States for five years or longer.

Outreach locations can screen for eligibility using established guidelines; however, the final eligibility determination is made through the DFR.

ESO members are in the FFS delivery system. For billing instructions for ESO claims, see the [Claim Submission and Processing](#) module.

Emergency Services Only (Package E)

Coverage under Package E is limited to treatment for medical emergency conditions only. The *Omnibus Budget Reconciliation Act of 1986* (OBRA) defines an **emergency medical condition** as follows:

A medical condition of sufficient severity (including severe pain) that the absence of medical attention could result in placing the member’s health in serious jeopardy, serious impairment of bodily functions or serious dysfunction of any organ or part.

In the case of pregnant members enrolled under Package E, labor and delivery services are also considered emergency medical conditions.

Emergency Services Only Coverage With Pregnancy Coverage (Package B)

The IHCP provides ESO Coverage with Pregnancy Coverage (also known as Package B) benefits for women who are lawful permanent residents and who are pregnant or within the 60-day postpartum period. In addition to all services covered under Package E, Package B also provides coverage for prenatal and postpartum services until 60 days after the pregnancy ends.

Family Planning Eligibility Program

The Family Planning Eligibility Program provides only family planning services to qualifying men and women, per *Indiana Code IC 12-15-46 Medicaid Waivers and State Plan Amendments*.

The Family Planning aid category includes men and women of any age who:

- Do not qualify for any other category of Medicaid
- Are not pregnant

- Have not had a hysterectomy or sterilization
- Have family income that is at or below 141% of the federal poverty level
- Are U.S. citizens, certain lawful permanent residents or certain qualified documented aliens

Services rendered to members in the Family Planning Eligibility Program are reimbursed through the FFS delivery system. Providers must verify eligibility before rendering services.

The Family Planning Eligibility Program provides services and supplies to men and women for the primary purpose of preventing or delaying pregnancy. Services covered under the Family Planning Eligibility Program include:

- Annual family planning visits, including health education and counseling necessary to understand and make informed choices about contraceptive methods
- Limited history and physical examinations
- Laboratory tests, if medically indicated as part of the decision-making process regarding contraceptive methods
- Cytology (Pap tests) and cervical cancer screening, including high-risk human papillomavirus (HPV) DNA testing, within the parameters described in the [Obstetrical and Gynecological Services](#) module
- Follow-up care for complications associated with contraceptive methods issued by the family planning provider
- Food and Drug Administration (FDA)-approved oral contraceptives and contraceptive devices and supplies, including emergency contraceptives
- Initial diagnosis and treatment of sexually transmitted diseases (STDs) and sexually transmitted infections (STIs), if medically indicated, including the provision of FDA-approved anti-infective agents
- Screening, testing, counseling and referral of members at risk for human immunodeficiency virus (HIV), within the parameters described in the [Laboratory Services](#) module
- Tubal ligations
- Hysteroscopic sterilization with an implant device
- Vasectomies

IHCP reimbursement is available for Family Planning Eligibility Program-covered services rendered by IHCP-enrolled providers, including but not limited to physicians, certified nurse midwives, family planning clinics and hospitals. Family Planning Eligibility Program services may be self-referred.

Services **not covered** under the Family Planning Eligibility Program include:

- Abortions
- Any drug or device intended to terminate fertilization
- Artificial insemination
- In vitro fertilization (IVF)
- Fertility counseling
- Fertility treatment
- Fertility drugs
- Inpatient hospital stays
- Reversal of tubal ligation and vasectomies

- Treatment for any chronic condition, including STDs and STIs that have advanced to a chronic condition
- Emergency room services
- Services unrelated to family planning

For more information, see the [Family Planning Eligibility Program](#) module.

590 Program

The 590 Program provides coverage for certain healthcare services provided to members 21 through 64 years of age who are residents of state-owned facilities. These facilities operate under the direction of the Family and Social Services Administration (FSSA) Division of Mental Health and Addiction (DMHA) and the Indiana Department of Health (IDOH). Incarcerated individuals residing in Department of Correction (DOC) facilities are not covered by the 590 Program.

The 590 Program is part of the fee-for-service delivery system. Members enrolled in the 590 Program are eligible for the full array of benefits covered by the IHCP, with the exception of transportation services (which are provided by facility). Coverage is limited to services performed outside the 590 Program facility and to claims over \$150 dollars. Only 590-enrolled providers can render services to 590 Program members.

For more information about program eligibility, coverage and reimbursement, see the [590 Program](#) module.

Fee-for-Service Benefit Options

Members meeting certain eligibility criteria may be eligible for services in addition to their primary benefit plan. The following additional services are delivered and reimbursed through the FFS delivery system:

- **1915(c) Home- and Community-Based Services (HCBS) waiver services** – Certified individuals may receive home- and community-based services under a Medicaid waiver, in conjunction with Traditional Medicaid benefits. (For some HCBS waiver services, Money Follows the Person [MFP] demonstration grant services are available as a precursor to HCBS waiver eligibility.) HCBS waiver services are not available to members enrolled under a managed care program.
- **1915(i) State Plan HCBS program services** – Certified individuals may receive designated *nonwaiver* home- and community-based services in conjunction with Traditional Medicaid, Hoosier Care Connect, Hoosier Healthwise, *HIP State Plan* or *HIP Maternity* benefits. For managed care members, these services are carved out and reimbursed as FFS.
- **Medicaid Rehabilitation Option services** – Certified individuals may receive MRO services in conjunction with Traditional Medicaid, *HIP State Plan*, *HIP Maternity*, Hoosier Care Connect or Hoosier Healthwise benefits. For managed care members, these services are carved out and reimbursed as FFS.
- **Long-term care** – Members approved for a nursing facility (NF) level of care may receive coverage of long-term care (LTC) facility services in conjunction with Traditional Medicaid benefits. Members enrolled in a managed care program may be required to transition to Traditional Medicaid (under the FFS delivery system) to receive coverage of LTC facility services. See the [Long-Term Care](#) module for details.
- **Hospice services** – Hospice services are available to eligible Traditional Medicaid and managed care members who have been approved for a hospice level of care. Members enrolled in the Hoosier Healthwise managed care program are required to transition to Traditional Medicaid (under the FFS delivery system) to receive coverage of in-home and/or institutional hospice services. For all other managed care programs, hospice services are covered within the managed care delivery system. See the [Hospice Services](#) module for details.

1915(c) HCBS Waiver Services

HCBS waivers cover a variety of home- and community-based services not otherwise reimbursed by the IHCP. HCBS waivers are available to those IHCP-eligible members who require the level-of-care (LOC) services provided in a nursing facility, hospital or ICF/IID, but who choose to remain in the home.

Eligibility for all HCBS waivers requires the following:

- The individual would require institutionalization in the absence of the waiver or other home-based services.
- The individual meets IHCP eligibility guidelines for Traditional Medicaid. (Individuals with income exceeding the limit for Traditional Medicaid but who otherwise qualify for HCBS waiver services may be enrolled with a monthly liability; see the [HCBS and ESRD Waiver Liability](#) section.)
- If the member is enrolled in managed care, the member must be disenrolled from managed care and enrolled in Traditional Medicaid to receive authorized HCBS waiver services.

Members served under an HCBS waiver are ineligible for services under any other waiver. The HCBS waivers are not entitlement programs and can serve only a limited number of members.

Indiana offers four HCBS waivers that target specific groups:

- See the [Division of Aging: Home- and Community-Based Services Waivers](#) module for information about the following two waivers for individuals who meet nursing facility (NF) level of care:
 - Aged and Disabled (A&D) Waiver
 - Traumatic Brain Injury (TBI) Waiver
- See the [Division of Disability and Rehabilitative Services: Home- and Community-Based Services Waivers](#) module for information about the following two waivers for individuals who meet ICF/IID level of care:
 - Community Integration and Habilitation (CIH) Waiver
 - Family Supports Waiver (FSW)

HCBS waiver services allow members to live in a community setting and avoid institutional placement. To be eligible for any waiver program, an individual must meet both Medicaid guidelines and waiver eligibility guidelines.

Note: The Division of Aging and Division of Disability and Rehabilitative Services (DDRS) also administer the Money Follows the Person (MFP) program, which is funded through a federal grant from the CMS. Indiana's MFP program is specifically designed as a transition program to assist individuals who live in qualifying institutions to move safely into the community and to ensure a safe adjustment to community living. MFP serves eligible members for up to 365 days, until they transition into the 1915(c) HCBS waiver that the grant is mirrored after: A&D, CIH or TBI. All potential MFP demonstration grant recipients must be enrolled in the IHCP Traditional Medicaid program. For more information about the MFP program, see the [Money Follows the Person](#) page at in.gov/fssa.

1915(i) State Plan HCBS Program Services

Section 1915(i) of the *Social Security Act* (SSA) gives states the option to offer a wide range of home- and community-based services to members through state Medicaid plans. Using this option, states can offer services and supports to a target group of individuals, including individuals with serious mental illness, emotional disturbance and substance use disorders to help them remain in the community. Eligible individuals may receive authorized services in conjunction with Traditional Medicaid, HIP State Plan, Hoosier Care Connect or Hoosier Healthwise benefits.

Indiana administers the following 1915(i) State Plan HCBS programs through the FSSA DMHA:

- Adult Mental Health and Habilitation (AMHH) – See the [Division of Mental Health and Addiction: Adult Mental Health and Habilitation Services](#) module.
- Behavioral and Primary Healthcare Coordination (BPHC) – See the [Division of Mental Health and Addiction: Behavioral and Primary Healthcare Coordination Services](#) module.
- Child Mental Health Wraparound (CMHW) – See the [Division of Mental Health and Addiction: Child Mental Health Wraparound Services](#) module.

Medicaid Rehabilitation Option Services

The IHCP reimburses for authorized Medicaid Rehabilitation Option (MRO) services for members with mental illness when the provider for those services is an enrolled mental health center that meets applicable federal, state and local laws concerning the operation of community mental health centers (CMHCs). MRO services include community-based mental healthcare for individuals with serious mental illness, youth with serious emotional disturbance, and individuals with substance use disorders.

MRO services may include clinical attention in the member's home, workplace, mental health facility, emergency department or wherever needed. A qualified mental health professional, as outlined in 405 IAC 5-21.5-1(c), must render these services.

For more information about MRO services, see the [Medicaid Rehabilitation Option Services](#) module.

Section 3: Managed Care Programs

The state of Indiana has mandated a managed care delivery system for Indiana Health Coverage Programs (IHCP) members enrolled in the Healthy Indiana Plan (HIP), Hoosier Care Connect or Hoosier Healthwise. In each program, members are enrolled in a managed care entity (MCE). The Program of All-Inclusive Care for the Elderly (PACE) is also a managed care program, but instead of MCEs, the program is administered by designated PACE organizations.

Member enrollment in managed care is effective on the 1st or 15th calendar day of a month, with some exceptions, particularly for newborns born to MCE members. Managed care enrollment and MCE assignment may be confirmed by any of the Eligibility Verification System (EVS) options described in the [Eligibility Verification System](#) section.

Managed Care Entities

Each MCE maintains its own provider network and has its own provider and member services units. The [IHCP Quick Reference Guide](#) at in.gov/medicaid/providers includes contact information for participating MCEs under each applicable program:

- Anthem – HIP, Hoosier Care Connect, Hoosier Healthwise
- CareSource – HIP, Hoosier Healthwise
- Managed Health Services (MHS) – HIP, Hoosier Care Connect, Hoosier Healthwise
- MDwise – HIP, Hoosier Healthwise
- UnitedHealthcare – Hoosier Care Connect

IHCP applicants have an opportunity to select an MCE during the application process. If the applicant does not select an MCE, one will be autoassigned according to the State's methodology. The state's enrollment broker, Maximus, provides potential members with information about the basic features of managed care and about the MCEs operating in the applicant's service area.

Managed care members can contact Maximus to change their MCE selection during designated redetermination (or "open enrollment") periods each year. Members may also change MCEs at any time throughout their enrollment, if the change is for just cause, in accordance with *Code of Federal Regulations 42 CFR 438.56*. (When disenrolling from an MCE for just cause, members are required to attempt to resolve concerns with their MCE and exhaust the MCE's internal grievance and appeal process before requesting an MCE change.)

A member-requested change from one MCE to another is effective on the first day of the month.

Primary Medical Providers

As part of the managed care enrollment process, MCEs are responsible for assisting members with selection of a primary medical provider (PMP). The name and telephone number of the member's designated PMP are provided during the eligibility verification process.

See the *Healthy Indiana Plan, Hoosier Care Connect and Hoosier Healthwise Provider Enrollment* section of the [Provider Enrollment](#) module for a list of IHCP provider specialties that are eligible to enroll as a PMP.

Self-Referral Services

Most services in managed care require referral from a PMP. Self-referral services are an exception. The MCE reimburses any IHCP-enrolled providers for the following self-referral services unless other parameters are indicated:

- Chiropractic services rendered by a licensed chiropractor within chiropractic scope of practice
- Podiatry services rendered by a licensed podiatrist or physician
- Eye care services (except surgical services) rendered by a licensed optometrist or physician
- Routine dental services rendered by a licensed dental provider *within the MCE's network*
- Diabetes self-management training (DSMT) services
- Immunizations
- Family planning services
- Emergency services, as defined in *Indiana Code IC 12-15-12-0.3* and *IC 12-15-12-0.5*
(*Note: Services may be rendered by **any** qualified provider, but for non-IHCP-enrolled providers, retroactive enrollment is required to facilitate payment.*)
- Urgent care services
- Psychiatric services rendered by any IHCP-enrolled provider licensed to provide psychiatric services within their scope of practice
- Behavioral health services, such as mental health, substance abuse treatment and chemical dependency services rendered by any of the following providers within the MCE's network:
 - Outpatient mental health clinics
 - Community mental health centers (CMHCs)
 - Licensed psychologists
 - Health service providers in psychology (HSPPs)
 - Licensed clinical social workers (LCSWs)
 - Licensed marriage and family therapists (LMFTs)
 - Licensed mental health counselors (LMHCs)
 - Licensed clinical addiction counselors (LCACs)
 - Licensed independent practice school psychologists
 - Advanced practice registered nurses (APRNs), under *IC 25-23-1-1(b)*, credentialed in psychiatric or mental health nursing by the American Nurses Credentialing Center
 - Persons holding a master's degree in social work, marital and family therapy, or mental health counseling (for outpatient mental health services as defined under *Indiana Administrative Code 405 IAC 5-20-8*)

Note: PMP referral is not the same as prior authorization. Contact the member's MCE to determine whether the service or procedure requires prior authorization. Self-referral services may be subject to benefit limitations; providers should contact the MCE for additional guidance.

Carved-Out Services

Claims for services provided under the managed care delivery system are submitted to the MCE in which the HIP, Hoosier Care Connect or Hoosier Healthwise member is enrolled (or to vendors contracted by that entity). However, certain services are “carved out” of the managed care programs and must be submitted as fee-for-service (FFS) claims.

Services that are carved out of managed care are the financial responsibility of the state. Claims and, when applicable, prior authorization requests for carved-out services must be submitted to Gainwell or, for pharmacy claims, OptumRx.

Carved-out services include the following:

- Services provided by a school corporation as part of a student’s Individualized Education Program (IEP)
- First Steps services
- Designated drugs:
 - Under the pharmacy benefit – Drugs listed in *Drug Therapies Carved-Out of the Managed Care Pharmacy Benefit*, accessible from the Carved-out Pharmacy Benefit Drugs quick link on the [OptumRx Indiana Medicaid website](#)
 - Under the medical benefit – Drugs listed in *Physician-Administered Drugs Carved Out of Managed Care and Reimbursable Outside the Inpatient Diagnosis-Related Group*, accessible from the [Code Sets](#) page at in.gov/mcicaid/providers
- Coronavirus disease 2019 (COVID-19) vaccine administration services
- Crisis intervention services
- Medicaid Rehabilitation Option (MRO) services

(Note: This carve-out does not extend to care coordination or ancillary services related to MRO, such as transportation.)
- 1915(i) State Plan Home- and Community-Based Services (HCBS), provided through the Family and Social Services Administration (FSSA) Division of Mental Health and Addiction (DMHA), including:
 - Adult Mental Health and Habilitation (AMHH) services
 - Behavioral and Primary Healthcare Coordination (BPHC) services
 - Child Mental Health Wraparound (CMHW) services
- Comprehensive environmental lead investigation (initial and follow-up services) provided by a county health department to members with a confirmed elevated blood lead level

Excluded Services

In addition to certain services being carved out of the managed care program, some services are *excluded* from managed care, and members must be disenrolled or suspended from managed care and moved to a fee-for-service program when they qualify for such services. Examples include:

- Psychiatric residential treatment facility (PRTF) services
- Long-term care services in a nursing facility (NF) or an intermediate care facility for individuals with intellectual disability (ICF/IID)
- 590 Program services
- 1915(c) HCBS waiver or Money Follows the Person (MFP) demonstration grant services, including:
 - Aged and Disabled (A&D) Waiver services
 - Traumatic Brain Injury (TBI) Waiver services

- Community Integration and Habilitation (CIH) Waiver services
- Family Supports Waiver (FSW) services

Healthy Indiana Plan

HIP is a state-sponsored managed care program that provides an affordable healthcare choice to thousands of adults throughout Indiana who do not qualify for coverage under any other Medicaid program. Indiana offers HIP-eligible members a comprehensive benefit package through a deductible health plan paired with a personal healthcare account called a Personal Wellness and Responsibility (POWER) Account (sometimes referred to as a PAC).

HIP coverage is focused on preventive services and covers essential medical services, similar to commercial plans. For more provider information about HIP, including details about the specific services covered, see the [Healthy Indiana Plan](#) module.

Member Eligibility and HIP Benefit Plan Assignment

Eligibility for HIP is limited to Indiana residents ages 19 through 64 whose family income is at or below 138% of the federal poverty level (FPL) (includes a 5% income disregard for individuals found ineligible at 133% FPL but who would be eligible with the disregard). Individuals with Medicare do not qualify for HIP.

HIP members are enrolled under one of six distinct benefit plans, as follows:

- ***HIP Plus*** – All HIP-eligible members are initially given the opportunity for coverage under the *HIP Plus* enhanced benefit package, which includes vision, dental and enhanced chiropractic services compared to *HIP Basic*. *HIP Plus* participation requires members to make monthly POWER Account contributions, except for individuals exempt from cost-sharing. *HIP Plus* members do not have copayments for services (except nonemergency use of the hospital emergency department). Member eligibility in *HIP Plus* is not final until either the first POWER Account or Fast Track prepayment is paid. To remain fully eligible for *HIP Plus*, members must continually make monthly POWER Account contributions.
- ***HIP Basic*** – HIP members with income at or below 100% FPL who do not make a Fast Track prepayment or initial POWER Account payment, or who fail to make subsequent monthly POWER Account payments, are not eligible for *HIP Plus* and are transferred to the *HIP Basic* benefit plan. *HIP Basic* requires the member to make copayments at the point of service for each service received from a provider. Copayments for services received range from \$4 to \$8 for a doctor visit or prescription filled, and may be as high as \$75 for inpatient hospitalization. *HIP Basic* does not cover vision services, dental services (except for accident or injury) or chiropractic manipulation services. Formulary for pharmacy is limited in the *HIP Basic* plan.
- ***HIP State Plan Plus*** – The following HIP members qualify for *HIP State Plan Plus*:
 - *Section 1931*-eligible parents and caretaker relatives eligible under *24 CFR 435.110*
 - Low-income 19- and 20-year-old dependents eligible under *42 CFR 4.35.222*
 - Individuals determined to be eligible for transitional medical assistance by the State in accordance with *Section 1925* of the *Social Security Act*
 - Individuals determined to be medically frail (see the [Healthy Indiana Plan](#) module for more information)

This benefit plan offers access to the full set of benefits available under the State Plan (Package A), including nonemergency medical transportation. HIP members with this benefit plan have the same cost-sharing requirements as *HIP Plus* – they must make monthly POWER Account contributions, and they only have copayments on nonemergency use of the hospital emergency department.

- **HIP State Plan Plus Copay** – This benefit plan is available to members with an income between 100% and 133% FPL, who were eligible under *HIP State Plan Plus* due to a determination of being medically frail, and who fail to make ongoing financial contributions to a POWER Account. Under this benefit plan, members receive full State Plan benefits but are required to pay copays. Additionally, unpaid POWER Account payments accrue as debt to the member for each month they are enrolled in *HIP State Plan Plus Copay*.
- **HIP State Plan Basic** – This benefit plan is available to members with income at or below 100% FPL, who were eligible under *HIP State Plan Plus*, and who fail to make financial contributions to a POWER Account. This plan offers access to all benefits available under the State Plan. Members with this benefit package have the same cost-sharing requirements and copayments for all services as *HIP Basic* members.
- **HIP Maternity** – This benefit plan offers access to all benefits available under the State Plan, with no cost-sharing obligations, for pregnant individuals who are enrolled in or determined eligible for HIP. During the member's pregnancy and for a 60-day postpartum period*, *HIP Maternity* offers enhanced benefits including vision, dental and chiropractic services; nonemergency transportation; and enhanced smoking cessation services. See the [Healthy Indiana Plan](#) module for more information on pregnant HIP members and applicants.

**Note: Effective April 1, 2022, the postpartum coverage period for Healthy Indiana Plan (HIP) Maternity will be extended from 60 days to 12 months of continuous eligibility, regardless of change in circumstance that would otherwise result in loss of eligibility. The postpartum coverage period is available to an individual who meets one of the following criteria:*

- *Becomes pregnant while already enrolled in HIP.*
- *Applies for Medicaid while pregnant and is eligible on the date pregnancy ends (by birth or other means).*
- *Applies for Medicaid after the child is born (or the pregnancy ends by other means) and was both pregnant and financially eligible in the month of application or one of the three retroactive-eligibility months prior to the application month.*

HIP Member Application and Enrollment Process

For HIP member information and details about applying for HIP benefits, see the [HIP website](#) at in.gov/fssa/hip or call 877-GET-HIP9.

Applicants may select an MCE on the application or one will be auto-assigned, if not already assigned for the current calendar year. HIP applicants must also be assigned to a primary medical provider (PMP); the MCE will assist with the PMP assignment. HIP members are able to change their MCE selection any time before making their first POWER Account contribution or within 60 days of assignment to an MCE, whichever comes first. After payment, HIP members are not able to make MCE changes until the annual open enrollment period (November 1 through December 15), unless they have an unresolved just-cause issue, as described in the [Managed Care Entities](#) section. Members who change MCEs during the open enrollment period will start with their newly selected MCE the first day (January 1) of the following year.

If a \$10 Fast Track prepayment was not made at the time of application, the selected MCE sends the applicant an invoice for the payment. HIP applicants have 60 days from the date on the invoice to make either a Fast Track payment or their first POWER Account contribution to be enrolled in *HIP Plus*.

Individuals approved for HIP who are still in the initial 60-day payment period and who have not yet paid their Fast Track payment or first POWER Account contribution are referred to as *conditionally eligible*.

These individuals do not become fully eligible, nor enrolled as a member, until one of the following occurs:*

- Fast Track payment to the selected health plan (if applicable and approved for HIP)
- Payment of their first POWER Account contribution
- The expiration of the 60-day payment period (for individuals at or below 100% FPL)

**Note: IHCP members transitioning into HIP from another IHCP program (for example, from Presumptive Eligibility Adult or Package C – Children’s Health Insurance Plan) remain covered under their previous plan, with no gap in coverage, during the HIP conditional eligibility period.*

Coverage for *HIP Plus* begins on the first day of the month in which the Fast Track payment or initial monthly POWER Account contribution was paid. Coverage may occur in a different month from that in which payment was made in the following situations:

- If the member was previously covered under a different Medicaid category (for example, Family Planning or Presumptive Eligibility) and is transitioning to HIP
- If the member was not Fast Track eligible (did not complete redetermination)
- If the member paid an MCE that he or she was not assigned to

*Note: IHCP providers that assist individuals with submitting a HIP Fast Track prepayment may be able to request retroactive PA for services rendered during the member’s coverage period, after the individual has been determined fully eligible for benefits. This process applies only to applicants who **do not** pursue temporary coverage through Presumptive Eligibility and who submit an IHCP application with a Fast Track prepayment. See the [Healthy Indiana Plan](#) module for details.*

Individuals who choose not to make their initial contribution will remain conditionally eligible and will be unable to receive coverage for services while they are conditionally eligible. If no payment has been made when the 60-day payment period expires, one of the following occurs:

- Individuals with income at or below 100% of the FPL will be enrolled in *HIP Basic*, with coverage effective the first day of the month in which the 60th day occurs.
- Individuals with income over 100% of the FPL will not be enrolled. They will need to reapply to receive HIP coverage.

Personal Wellness and Responsibility Account and Copayments

All HIP members, except American Indian or Alaska Native members, have a POWER Account. The POWER Account is modeled in the spirit of a traditional Health Savings Account (HSA) and is funded with State and member contributions. Employers and other third parties (such as nonprofit organizations and family members) may also contribute some or all of the member's POWER Account contribution. Members use POWER Account funds to meet the \$2,500 deductible. POWER Accounts are funded with post-tax dollars and are not considered HSAs or other health spending accounts (for example, Flexible Spending Accounts or Health Reimbursement Accounts) under federal law. POWER Accounts are not subject to regulation under the U.S. Tax Code, as such.

The POWER Account comprises a monthly member contribution plus a State contribution. Members pay a monthly contribution for *HIP Plus* coverage. HIP POWER Account contribution amounts are tiered and based on FPL percentage ranges and will not exceed 5% of the member's annual household income. In the case where two members are married, the combined total of both spouses' required POWER Account contributions cannot exceed 2% of the monthly household income. The maximum combined total annual amount of the POWER Account is \$2,500 and is used to pay the initial eligible expenses or the deductible to participating providers. If a POWER Account is not fully funded, the MCE is still required to pay all claims. A member's monthly POWER Account contribution is determined using the criteria shown in Table 3.

**Table 3 – Member's Monthly POWER Account Contribution Requirements
Based on Income**

Yearly Income	Monthly POWER Account Contribution	
	Single Individual	Spouses (Each)
Up to and including 22% of the FPL	\$1.00	\$1.00
Above 22% of the FPL and up to and including 50% of the FPL	\$5.00	\$2.50
Above 50% of the FPL and up to and including 75% of the FPL	\$10.00	\$5.00
Above 75% of the FPL and up to and including 100% of the FPL	\$15.00	\$7.50
Above 100% of the FPL and up to and including 133% of the FPL	\$20.00	\$10.00
<i>Note: Members may be assessed a 50% tobacco use surcharge in addition to the POWER Account tier amounts listed in this table.</i>		

Members enrolled in *HIP Basic* or *HIP State Plan Basic* are not required to make monthly contributions to their POWER Account, but are required to make copayments, which are assessed as indicated in the [Healthy Indiana Plan](#) module. *HIP State Plan Plus Copay* members have the same copayment obligations, but also accrue debt for any unpaid monthly POWER Account payments.

HIP Maternity members, as well as all other pregnant HIP members, are exempt from all cost-sharing requirements (including copayments and POWER Account contributions) during pregnancy and the postpartum period.

All preventive services set forth in federal regulations will be administered free of cost sharing and will not be debited from the POWER Account. If additional preventive services are offered, the first \$500 of these services do not require member contributions from the POWER Account.

Note: Members who are American Indian/Alaska Natives, pregnant, or who have met their maximum cost-sharing obligation for the quarter are not required to make copayments or financial contributions to a POWER Account. See the [Cost-Sharing Limitations and Exemptions](#) section for more information.

Hoosier Care Connect

Hoosier Care Connect is a managed care program designed to improve the quality of care and clinical outcomes for members eligible for the IHCP on the basis of age, blindness or disability. Hoosier Care Connect members pick an MCE and a PMP. The MCE assists members in coordinating their healthcare benefits and tailoring the benefits to individual needs, circumstances and preferences. Hoosier Care Connect members receive full Medicaid State Plan benefits, in addition to care coordination services and other FSSA-approved enhanced benefits developed by the MCEs.

Hoosier Care Connect members may change their MCE selection during the first 90 days of enrollment or during the annual redetermination period. Outside of those periods, members may not move to another MCE except for reasons that meet the standard of *just cause*. See the [Managed Care Entities](#) section for details.

Individuals in the following groups who meet eligibility criteria (including income guidelines, when applicable) and who do not reside in an institution, are not receiving services through a Home- and Community-Based Services (HCBS) waiver, and are not enrolled in Medicare will be enrolled in Hoosier Care Connect:

- Aged individuals (age 65 and over)
- Blind individuals
- Disabled individuals
- Individuals receiving Supplemental Security Income (SSI)
- Individuals enrolled in Medicaid for Employees with Disabilities (MED Works)

Children who fit the following descriptions may opt out of Traditional Medicaid (FFS) and voluntarily enroll in Hoosier Care Connect:

- Wards of the state
- Foster children
- Former foster children who turned 18 years of age while in foster care, are under age 26 (or under age 21, if the foster care was outside of Indiana), and opt out of Hoosier Care Connect
- Children receiving adoption assistance

Individuals will be removed from the Hoosier Care Connect program and transitioned to another IHCP program if they:

- Become eligible for Medicare
- Enter a nursing home for a length of stay greater than 30 days
- Enter a state psychiatric facility, a psychiatric residential treatment facility (PRTF) or an intermediate care facility for individuals with intellectual disabilities (ICF/IID)
- Become eligible for and choose to enter an HCBS waiver program

Hoosier Healthwise

The Hoosier Healthwise program provides coverage for children and for pregnant individuals during pregnancy and the designated postpartum period for those who earn too much to qualify for HIP (138% FPL) but remain Medicaid eligible by having family income under 208% FPL.

Hoosier Healthwise assignment is **mandatory** for aid categories that include children and children who are eligible for the Children's Health Insurance Program (CHIP), unless they are a member of an exempted group. The specific eligibility aid category (based on household income/size) determines the benefit package.

The following IHCP members are **excluded from mandatory** assignment to Hoosier Healthwise managed care:

- Individuals in nursing homes and other institutions, such as PRTFs and ICFs/IID
- Individuals receiving psychiatric treatment in a state hospital
- Immigrants who qualify for Emergency Services Only (Package E or Package B) coverage
- Individuals receiving HCBS waiver services
- Individuals who are eligible for and opt to receive IHCP hospice services
- Members with HCBS waiver liability or end-stage renal disease (ESRD) waiver liability
- Members eligible for the Family Planning Eligibility Program

Table 4 explains the Hoosier Healthwise benefit packages.

Table 4 – Hoosier Healthwise Benefit Package Explanation

Benefit Package	Coverage
Package A	Full coverage for eligible children and pregnant individuals (extending through a postpartum period)
Package C	Preventive, primary and acute care services for eligible children

The Division of Family Resources (DFR) determines whether an applicant is approved for eligibility in Hoosier Healthwise. After the DFR approves an applicant's eligibility, the member will immediately be assigned to the MCE that was chosen on the application or, if no MCE was chosen, to an MCE that is automatically selected for that member.

Note: Enrollment for newborns whose mothers are enrolled in Package A with an MCE on the date of delivery is retroactive, with the mother's MCE, to the newborn's date of birth.

Hoosier Healthwise members may change their MCE selection during the first 90 days of enrollment or during the annual redetermination period. Outside of those periods, members may not move to another MCE except for reasons that meet the standard of *just cause*. See the [Managed Care Entities](#) section for details.

Hoosier Healthwise – Package A

Hoosier Healthwise *Package A – Standard Plan* coverage encompasses the full array of Medicaid State Plan benefits for children and pregnant/postpartum individuals who meet the following guidelines:

- Children (under age 19): Under 158% FPL

- Pregnant individuals: 139% – 208% FPL

Note: Effective April 1, 2022, the postpartum coverage period for Hoosier Healthwise will be extended from 60 days to 12 months of continuous eligibility, regardless of change in circumstance that would otherwise result in loss of eligibility. The postpartum coverage period is available to an individual who meets one of the following criteria:

- *Becomes pregnant while already enrolled in Hoosier Healthwise.*
- *Applies for Medicaid while pregnant and is eligible on the date pregnancy ends (by birth or other means).*
- *Applies for Medicaid after the child is born (or the pregnancy ends by other means) and was both pregnant and financially eligible in the month of application or one of the three retroactive-eligibility months prior to the application month.*

Package A members do not have copayment or other cost-sharing requirements to receive covered healthcare services.

IHCP applicants determined eligible for Hoosier Healthwise Package A may also be determined eligible for retroactive coverage for up to three months prior to their application date. With the exception of newborns whose mothers were enrolled with a managed care assignment on the date of the child's birth, members determined retroactively eligible under a Hoosier Healthwise aid category are covered through the FFS delivery system during the retroactive period. See [Section 7: Retroactive Member Eligibility](#) for more information.

Hoosier Healthwise – Package C

Hoosier Healthwise *Package C – Children's Health Plan (SCHIP)* provides preventive, primary and acute healthcare coverage to children who meet the following eligibility criteria:

- The child must be younger than 19 years old.
- The child's family income must be between 158% and 250% of the federal poverty level.
- The child must not have creditable health coverage or have had creditable health coverage at any time during a waiting period lasting no longer than 90 days.
- The child's family must financially satisfy payment of monthly premiums.

Package C members fall under the State Children's Health Insurance Program (SCHIP).

Package C Enrollment Process and Cost-Sharing Requirements

A child determined eligible for Package C is made *conditionally eligible* pending a premium payment. The child's family must pay a monthly premium, as shown in Table 5. After the first premium is paid, eligibility information is transferred to CoreMMIS. Enrollment continues as long as premium payments are received and the child continues to meet all eligibility requirements. Enrollment is terminated for nonpayment of premiums after a 60-day grace period.

Table 5 – Hoosier Healthwise Package C Premium Rates

Income (As a Percentage of the Federal Poverty Level)	Monthly Premiums	
	One Child	Two or More
151% through 175%	\$22	\$33
176% through 200%	\$33	\$50
201% through 225%	\$42	\$53
226% through 250%	\$53	\$70

Package C members may be eligible for coverage of services rendered on or after the first day of the month in which they applied; however, their enrollment does not become effective until the first required monthly premium has been paid. The first premium month is the month after an eligibility determination is made; the month of application through the month the individual was determined to be eligible for Package C are premium-free. The child will be enrolled when the first premium has been paid, at which point, the child's eligibility will extend back to the first day of the month of application. For example, if an application was filed June 25 and approved July 15, and the applicant's required premium for August was paid in full on July 30, the member would not be enrolled until on or after July 30, but the member's eligibility would extend back to the first day of June. During the period between the first day of the month of application and the date the enrollment is entered into the system (after the first required premium is paid), member benefits will be covered through the FFS delivery system.

Package C members may be eligible for coverage no earlier than the first day of the month that the *Indiana Application for Health Coverage* was received.

*Note: Although members are not eligible for Package C coverage before the month in which they apply for benefits, Package C members may be determined eligible for retroactive coverage for a **different** benefit plan under **another** category. If it is determined that a Package C member is retroactively eligible for another category, retroactive coverage can begin up to three months prior to the date of application, and providers that have rendered services to Package C members during the period of retroactive eligibility are bound by the requirements described in the [Provider Responsibilities for Retroactive Eligibility](#) section.*

The child's family may also be required to make copayments for ambulance transportation and pharmacy services. Providers are responsible for collecting copayments, and the copayment amount is deducted from the claim. Specific information about Package C member copayments is included in the [Service-Specific Copayment Policies](#) section of this module.

Package C Coverage and Limitations

Children enrolled in Package C are eligible for the following benefits:

- Ambulance transportation
- Anesthesia
- Certified nurse-midwife services
- Chiropractic services
- Clinic services
- Diabetes self-management training
- Dental services
- Early intervention services

- Food supplements, nutritional supplements and infant formulas
- Home health services
- Hospice (under fee-for-service only)*
- Hospital services
- Inpatient rehabilitative services
- Laboratory services
- Radiology services
- Medical supplies and equipment
- Mental health and substance abuse services
- Physicians' surgical and medical services
- Podiatry services
- Prescription drugs
- Therapies
- Vision services

**Note: Hospice is a covered benefit for Package C members, but the member must be disenrolled from managed care and enrolled in Traditional Medicaid to receive IHCP hospice services. See the [Hospice Services](#) module for more information.*

The following services have coverage limitations and policies under Hoosier Healthwise Package C that differ from those limitations required by Hoosier Healthwise Package A:

- *Emergency ambulance transportation* – Package C is covered for emergency ambulance transportation, subject to the prudent layperson standard as defined in *405 IAC 13-8-1*. This service is subject to a \$10 copayment.
- *Nonemergency ambulance transportation* – Ambulance service for nonemergencies between medical facilities is covered when requested by a participating physician. A \$10 copayment applies. All other nonemergency transportation is not covered for Package C.
- *Chiropractic services* – Coverage is limited to five visits and 14 therapeutic physical medicine treatments per member per year. An additional 36 treatments may be covered if prior authorization (PA) is obtained based on medical necessity.
- *Early intervention services* – Package C covers immunizations and initial and periodic screenings according to the EPSDT/HealthWatch periodicity and screening schedule (see the [Early and Periodic Screening, Diagnostic and Treatment \(EPSDT\)/HealthWatch Services](#) module). Coverage of referral and treatment services is subject to the Package C benefit limitations.
- *Inpatient rehabilitative services* – Coverage is available for a maximum of 50 days per calendar year.
- *Medical supplies and equipment* – Coverage is available for a maximum benefit of \$2,000 per year and \$5,000 per lifetime per member.
- *Podiatry services* – Surgical procedures involving the foot (which may include laboratory or X-ray services and hospital stays) are covered when medically necessary.
- *Prescription drugs* – The pharmacists provide a brand-name drug only when the prescribing physician writes **Brand Medically Necessary** on the prescription. The generic equivalent of a brand name drug will be substituted if one is available and the substitution results in a lower price. The medication should be dispensed as written; the pharmacist must dispense the drug prescribed.

Pharmacy copayments for members enrolled in Hoosier Healthwise Package C continue to be \$3 for generic drugs and \$10 for brand name drugs.

Note: The MCEs may have different PA requirements and should be contacted for specific information.

Package C Billing Procedures

The billing procedures for Package C are the same as those for the other Hoosier Healthwise benefit plans.

Even though children enrolled in Hoosier Healthwise Package C should not have other minimal essential coverage, providers are required to bill all other insurance carriers prior to billing the IHCP if additional insurance coverage is discovered.

Hoosier Healthwise Package Comparison

Table 6 compares benefit packages of the Hoosier Healthwise program. The following items apply throughout the table:

- Package A covered services and limitations are cited in *405 IAC 5*; Package C covered services and limitations are cited in *405 IAC 13*. See the [Indiana Administrative Code \(IAC\)](http://iac.iga.in.gov) page of the Indiana General Assembly website at iac.iga.in.gov.
- Covered services not reimbursed by MCEs are covered and reimbursed for Hoosier Healthwise members under fee-for-service (FFS) reimbursement, unless otherwise indicated in Package A and C.

Table 6 – Comparing Hoosier Healthwise Benefit Packages A and C

Benefit	Reimbursed by MCE	Package A	Package C
Applied Behavior Analysis (ABA) Therapy (<i>405 IAC 5-22</i>)	Yes	Coverage is available for members under the age of 21 diagnosed with an autism spectrum disorder. Services must be provided in accordance with the State Plan and the IAC.	Coverage is available for members diagnosed with an autism spectrum disorder. Services must be provided in accordance with the IAC.
Behavioral Health (Mental Health and Substance Use Disorder Treatment) Services – Outpatient* (<i>405 IAC 5-20-8</i>)	Yes (Except MRO services, which are reimbursed FFS; self-referral)	Coverage includes outpatient mental health and substance use disorder services (including partial hospitalization services), as defined in <i>405 IAC 5-20-8</i> , provided by physicians, psychiatric wings of acute care hospitals, outpatient mental health facilities, and psychologists endorsed as health services providers in psychology (HSPPs). Office visits are limited to 20 visits per member per rolling 12-month period without prior authorization. MCEs are responsible for methadone treatment provided in a clinic setting.	Unless otherwise provided by <i>IC 12-17.6-4-2</i> , outpatient mental health and substance use disorder services are covered subject to the same coverage policies and benefit limitations as apply to Package A. MCEs are responsible for methadone treatment provided in a clinic setting.

Benefit	Reimbursed by MCE	Package A	Package C
Behavioral Health Services – Inpatient** in a Freestanding Psychiatric Facility or Psychiatric Unit of an Acute Care Hospital (405 IAC 5-20)	Yes	<p>Coverage includes inpatient mental health and substance use disorder services in a psychiatric unit of an acute care hospital or in a certified psychiatric hospital with 16 beds or fewer.</p> <p>For members under 21 years of age (or under 22 and began inpatient psychiatric services immediately before their 21st birthday), coverage includes inpatient mental and behavioral health services in an institution of mental disease (IMD) with more than 16 beds.</p> <p>MCEs may authorize coverage for <i>short-term</i> stays for members 21–64 years of age an IMD in lieu of services or settings covered under Indiana’s Medicaid State Plan.</p>	Unless otherwise provided by <i>IC 12-17.6-4-2</i> , inpatient mental health and substance use disorder services are covered subject to the same coverage policies and benefit limitations as applied under Package A.

Benefit	Reimbursed by MCE	Package A	Package C
Behavioral Health Services – Inpatient** in a State Psychiatric Hospital (405 IAC 5-20-1)	No	<p>Inpatient services in a state psychiatric hospital are covered for Package A members under age 21.</p> <p>Member must be disenrolled from Hoosier Healthwise and enrolled in Traditional Medicaid if the length of stay is expected to be more than 30 days.</p> <p><i>Note: Inpatient services in a state psychiatric hospital are noncovered for Package A members age 21 or older. Members in this age group who are admitted to a state psychiatric facility must also be disenrolled from Hoosier Healthwise, but are not eligible for Traditional Medicaid. However, these members may be eligible for limited coverage of services provided outside the facility as described in the 590 Program module.</i></p>	<p>Unless otherwise provided by IC 12-17.6-4-2, inpatient mental health and substance use disorder services are covered subject to the same coverage policies and benefit limitations as apply to Package A.</p> <p>Member must be disenrolled from Hoosier Healthwise and enrolled in Traditional Medicaid for the benefit to begin.</p>
Chiropractic Services* (405 IAC 5-12)	Yes (Self-referral)	Coverage is available for covered services provided by a licensed chiropractor. Reimbursement is limited to a total of 50 office visits or treatments per member per calendar year, which includes a maximum reimbursement of no more than five office visits per member, per calendar year. For example, a chiropractor may bill for a maximum of five visits and 45 treatments (5 + 45 = 50), but may not bill for 50 treatments and five visits (50 + 5 = 55).	Coverage is available for covered services provided by a licensed chiropractor. Reimbursement is limited to five visits and 14 therapeutic physical medicine treatments per member per calendar year. An additional 36 treatments may be covered if prior authorization is obtained based on medical necessity. There is a 50-treatment limit per calendar year.
Chronic Disease Management	Yes	Coverage is available to qualified members with chronic diseases such as congestive heart failure, diabetes and asthma, to enhance, support or train on self-management skills.	Coverage is available to qualified members with chronic diseases such as congestive heart failure, diabetes and asthma to enhance, support or train on self-management skills.

Benefit	Reimbursed by MCE	Package A	Package C
Dental Services (405 IAC 5-14)	Yes (Routine dental services are self-referral within the member's MCE network)	Coverage for members age 21 and older includes dental services as described in 405 IAC 5-14. For children under age 21, all medically necessary dental services are covered, even if the service is not otherwise covered under Package A. No orthodontic procedures are approved except in cases of craniofacial deformity or cleft palate.	All medically necessary dental services are provided for children enrolled in Package C, even if the service is not otherwise covered under CHIP. No orthodontic procedures are approved except in cases of craniofacial deformity or cleft palate.
Diabetes Self-Management Training Services* (405-IAC 5-36)	Yes (Self-referral)	Coverage is limited to 16 units per member, per rolling 12-month period. Additional units may be prior authorized.	Coverage is limited to 16 units per member, per rolling 12-month period. Additional units may be prior authorized.
Drugs – Prescribed (Legend) (405 IAC 5-24)	Yes (except drugs indicated in the Carved-Out Services section, which are reimbursed as FFS)	Covers legend drugs if the drug is: <ul style="list-style-type: none"> • Approved by the U.S. Food and Drug Administration (FDA) • Not designated by the Centers for Medicare & Medicaid Services (CMS) as less than effective or identical, related, or similar to a less than effective drug or terminated • Not specifically excluded from coverage by the IHCP 	Covers legend drugs if the drug is: <ul style="list-style-type: none"> • Approved by the U.S. FDA • Not designated by the CMS as less than effective or identical, related, or similar to a less than effective drug or terminated • Not specifically excluded from coverage by the IHCP
Drugs – Over-the-Counter (Nonlegend)	Yes	Covers nonlegend (over-the-counter) drugs on the MCE formularies. Formularies are available from the MCE websites listed on the Pharmacy Services page at in.gov/medicaid/providers .	Covers nonlegend (over-the-counter) drugs on the MCE formularies. Formularies are available from the MCE websites listed on the Pharmacy Services page at in.gov/medicaid/providers .
Early Intervention Services (EPSDT) (405 IAC 5-15)	Yes (Immunizations are self-referral)	Covers comprehensive health and development history, comprehensive physical exam, appropriate immunizations, laboratory tests, health education, vision services, dental services, hearing services, and other necessary healthcare services from birth through the month of the member's 21st birthday, as described in the EPSTD/HealthWatch Services module).	Covers immunizations and initial and periodic screenings as described in the EPSTD/HealthWatch Services module. Coverage of treatment services is subject to the Package C benefit plan coverage limitations.

Benefit	Reimbursed by MCE	Package A	Package C
Emergency Services (IC 12-15-12-15 and IC 12-15-12-17)	Yes (Self-referral)	Emergency services are covered subject to the prudent layperson standard of an emergency medical condition. All medically necessary screening services provided to an individual who presents to an emergency department with an emergency medical condition are covered.	Emergency services are covered subject to the prudent layperson standard of an emergency medical condition. All medically necessary screening services provided to an individual who presents to an emergency department with an emergency medical condition are covered.
Eye Care, Eyeglasses and Vision Services (405 IAC 5-23)	Yes (Self-referral, except for surgical services)	<p>Coverage for the initial vision care examination is limited to one examination per calendar year for a member under 21 years of age, and one examination every two years for a member 21 years of age or older, unless more frequent care is medically necessary.</p> <p>Coverage for eyeglasses, including frames and lenses, is limited to a maximum of one pair per calendar year for members under 21 years of age and one pair every five years for members 21 years of age and older. Exceptions are when a specified minimum prescription change makes additional coverage medically necessary or the member's lenses and/or frames are lost, stolen or broken beyond repair.</p>	<p>Vision care examination is limited to one examination per calendar year, unless more frequent care is medically necessary.</p> <p>Coverage for eyeglasses, including frames and lenses, is limited to a maximum of one pair per calendar year, except when a specified minimum prescription change makes additional coverage medically necessary or the member's lenses and/or frames are lost, stolen or broken beyond repair.</p>

Benefit	Reimbursed by MCE	Package A	Package C
Family Planning Services and Supplies	Yes (Self-referral)	Family planning services include: <ul style="list-style-type: none"> Limited history and physical examination Pregnancy testing and counseling Provision of contraceptive pills, devices and supplies Education and counseling on contraceptive methods Laboratory tests, if medically indicated as part of the decision-making process for choice of contraception Diagnosis and treatment of sexually transmitted diseases (STDs) and sexually transmitted infections (STIs) Screening and counseling of members at risk for human immunodeficiency virus (HIV), and referral and treatment Tubal ligation Vasectomies Hysteroscopic sterilization with an implant device Cytology (Pap tests) and cervical cancer screening, including high-risk human papillomavirus (HPV) DNA testing, if performed according to the United States Preventative Services Task Force guidelines 	Family planning services include: <ul style="list-style-type: none"> Limited history and physical examination Pregnancy testing and counseling Provision of contraceptive pills, devices and supplies Education and counseling on contraceptive methods Laboratory tests, if medically indicated as part of the decision-making process for choice of contraception Diagnosis and treatment of STDs and STIs Screening and counseling of members at risk for HIV and referral and treatment Tubal ligation Vasectomies Hysteroscopic sterilization with an implant device Cytology (Pap tests) and cervical cancer screening, including high-risk HPV DNA testing, if performed according to the United States Preventative Services Task Force guidelines
Federally Qualified Health Centers (FQHCs) (405 IAC 5-16-5)	Yes	Coverage is available for medically necessary services provided by licensed healthcare practitioners.	Coverage is available for medically necessary services provided by licensed healthcare practitioners.
Food Supplements, Nutritional Supplements and Infant Formulas** (405 IAC 5-24-9)	Yes	Coverage is available only when no other means of nutrition is feasible or reasonable. Not available in cases of routine or ordinary nutritional needs.	Coverage is available only when no other means of nutrition is feasible or reasonable. Not available in cases of routine or ordinary nutritional needs.
Hospital Services – Inpatient* (405-IAC 5-17)	Yes	Inpatient services are covered when such services are provided or prescribed by a physician and when the services are medically necessary for the diagnosis or treatment of the member's condition.	Inpatient services are covered when such services are provided or prescribed by a physician and when the services are medically necessary for the diagnosis or treatment of the member's condition.

Benefit	Reimbursed by MCE	Package A	Package C
Hospital Services – Outpatient* (405 IAC 5-17)	Yes	Outpatient hospital services are covered when such services are provided or prescribed by a physician and when the services are medically necessary for the diagnosis or treatment of the member's condition.	Outpatient hospital services are covered when such services are provided or prescribed by a physician and when the services are medically necessary for the diagnosis or treatment of the member's condition.
Home Health Services** (405 IAC 5-16)	Yes	Home health coverage is available for medically necessary skilled nursing services provided by a registered nurse or licensed practical nurse; home health aide services; physical, occupational, and respiratory therapy services; speech pathology services; and renal dialysis for home-bound individuals.	Home health coverage is available for medically necessary skilled nursing services provided by a registered nurse or licensed practical nurse; home health aide services; physical, occupational, and respiratory therapy services; speech pathology services; and renal dialysis for home-bound individuals.
Hospice Services** (405 IAC 5-34)	No	Hospice is available under Traditional Medicaid if the recipient is expected to die from illness within six months. Coverage is available for two consecutive periods of 90 calendar days followed by an unlimited number of periods of 60 calendar days. Member must be disenrolled from Hoosier Healthwise managed care and enrolled in Traditional Medicaid (FFS) before hospice benefits can begin.	Hospice is available under Traditional Medicaid if the recipient is expected to die from illness within six months. Coverage is available for two consecutive periods of 90 calendar days followed by an unlimited number of periods of 60 calendar days. Member must be disenrolled from Hoosier Healthwise managed care and enrolled in Traditional Medicaid (FFS) before hospice benefits can begin.
Laboratory and Radiology Services (405 IAC 5-18 and 405 IAC 5-27)	Yes	Coverage is available for medically necessary laboratory and radiology services, when ordered by a physician.	Coverage is available for medically necessary laboratory and radiology services, when ordered by a physician.
Long-Term Acute Care Hospitalization ** (See the Inpatient Hospital Services module)	Yes	Long-term acute care services are covered. An all-inclusive per diem rate is paid based on level of care.	Long-term acute care services are covered up to 50 days per calendar year. An all-inclusive per diem rate is based on level of care.
Medical Supplies and Equipment (includes prosthetic devices, implants, hearing aids, dentures and so forth)** (405 IAC 5-19)	Yes	Coverage is available for medical supplies, equipment and appliances suitable for use in the home when medically necessary.	Covered when medically necessary. Maximum benefit of \$2,000 per calendar year or \$5,000 per lifetime for durable medical equipment. Equipment may be purchased or leased, depending on which is more cost efficient.

Benefit	Reimbursed by MCE	Package A	Package C
Medicaid Rehabilitation Option (MRO) – Community Mental Health Centers * (405 IAC 5-22-1)	No (Reimbursed as FFS)	Coverage includes community-based mental healthcare services (such addiction counseling, behavioral health counseling and therapy, and case management), for members with serious mental illness, youth with serious emotional disturbance, and individuals with substance use disorders. See the Medicaid Rehabilitation Option Services module for details.	Coverage includes community-based mental healthcare services (such addiction counseling, behavioral health counseling and therapy and case management), for members with serious mental illness, youth with serious emotional disturbance, and individuals with substance use disorders. See the Medicaid Rehabilitation Option Services module for details.
Nurse Midwife Services (405 IAC 5-22-3)	Yes	Coverage of certified nurse-midwife services is restricted to services that the nurse-midwife is legally authorized to perform.	Coverage of certified nurse-midwife services is restricted to services that the nurse-midwife is legally authorized to perform.
Nurse Practitioner Services (405 IAC 5-22-4)	Yes	Coverage is available for medically necessary services or preventative healthcare services provided by a licensed, certified nurse practitioner within the scope of the applicable license and certification.	Coverage is available for medically necessary services or preventative healthcare services provided by a licensed, certified nurse practitioner within the scope of the applicable license and certification.
Nursing Facility Services – Long-Term** (405 IAC 5-31-1, see the Long-Term Care module)	No	Long-term care nursing facility services require preadmission screening for LOC determination. Member must be disenrolled from Hoosier Healthwise and enrolled in Traditional Medicaid for the benefit to begin. For a maximum of 60 days prior to LOC determination, coverage is available under managed care. Coverage includes room and board, nursing care, medical supplies, durable medical equipment, and transportation.	Noncovered

Benefit	Reimbursed by MCE	Package A	Package C
Nursing Facility Services – Short-Term (405 IAC 5-31-1)	Yes	<p>The MCE may obtain services for its members in a nursing facility setting on a short-term basis (fewer than 30 consecutive calendar days). This may occur if this setting is more cost-effective than other options and the member can obtain the care and services needed in the nursing facility. The MCE can negotiate rates for reimbursing the nursing facilities for these short-term stays.</p> <p>Coverage includes room and board, nursing care, medical supplies, durable medical equipment, and transportation.</p> <p><i>Note: MCEs may be responsible for payment for up to 60 calendar days for members placed in a long-term care facility while the level of care determination is pending, allowing the member to be transitioned to FFS coverage.</i></p>	Noncovered
Nursing Facility Services – Intermediate Care Facilities for Individuals with Intellectual Disability (ICFs/IID) – Long-Term** (405 IAC 5-13-2; see the Long-Term Care module)	No	<p>Long-term ICF/IID services require preadmission screening for LOC determination.</p> <p>Member must be disenrolled from Hoosier Healthwise and enrolled in Traditional Medicaid for the benefit to begin.</p> <p>For a maximum of 60 days prior to LOC determination, coverage is available under managed care.</p> <p>Coverage includes room and board, mental health services, dental services, therapy and habilitation services, durable medical equipment, medical supplies, pharmaceutical products, transportation, and optometric services.</p>	Noncovered

Benefit	Reimbursed by MCE	Package A	Package C
Nursing Facility Services – Intermediate Care Facilities for Individuals with Intellectual Disability (ICFs/IID) – Short-Term** (405 IAC 5-31-1)	Yes	<p>The MCE may obtain services for its members in a nursing facility setting on a short-term basis (fewer than 30 consecutive calendar days). This may occur if this setting is more cost-effective than other options and the member can obtain the care and services needed in the nursing facility. The MCE can negotiate rates for reimbursing the nursing facilities for these short-term stays.</p> <p>Coverage includes room and board, mental health services, dental, therapy and habilitation services, durable medical equipment, medical supplies, pharmaceutical products, transportation, and optometric services.</p> <p><i>Note: MCEs may be responsible for payment for up to 60 calendar days for members placed in a long-term care facility while the level of care determination is pending, allowing the member to be transitioned to FFS coverage.</i></p>	Noncovered
Occupational Therapy* (405 IAC 5-22)	Yes	<p>Occupational therapy services must be ordered by the member's PMP or by another physician as part of an inpatient discharge plan of care or continuing plan of care. Services must be provided by a licensed therapist or assistant.</p> <p>PA is not required for initial evaluations or for services provided within 30 calendar days following discharge from a hospital when ordered by a physician prior to discharge (not to exceed 30 units for any combination of therapies).</p>	<p>Occupational therapy services must be ordered by the member's PMP or by another physician as part of an inpatient discharge plan of care or continuing plan of care. Services must be provided by a licensed therapist or assistant.</p> <p>Services are covered only when determined to be medically necessary.</p>
Organ Transplants** (405 IAC 5-3-13)	Yes	Coverage is in accordance with prevailing standards of medical care. Similarly situated individuals are treated alike.	Noncovered

Benefit	Reimbursed by MCE	Package A	Package C
Out-of-State Medical Services** (405 IAC 5-5)	Yes	Coverage is available for the following services provided outside Indiana: acute hospital care, physician services, dental services, pharmacy services, transportation services, therapy services, podiatry services, chiropractic services, durable medical equipment and supplies. All out-of-state services are subject to the same limitations as in-state services.	Coverage is available for the following services provided outside Indiana: acute hospital care, physician services, dental services, pharmacy services, transportation services, therapy services, podiatry services, chiropractic services, durable medical equipment and supplies. Coverage is subject to any limitations included in the Package C benefit package.
Physician Surgical and Medical Services* (405 IAC 5-25)	Yes	Coverage includes reasonable services provided by a doctor of medicine (MD) or doctor of osteopathy (DO) for diagnostic, preventive, therapeutic, rehabilitative or palliative services provided within scope of practice. PMP office visits are limited to a maximum of 30 per calendar year per member per provider without PA.	Coverage includes reasonable services provided by an MD or DO for diagnostic, preventive, therapeutic, rehabilitative or palliative services provided within scope of practice. PMP office visits are limited to a maximum of 30 per calendar year per member per provider without PA.
Physical Therapy* (405 IAC 5-22-6)	Yes	Physical therapy services must be ordered by the member's PMP or by another physician as part of a member's inpatient discharge plan of care or continuing plan of care. Services must be provided by a licensed therapist or certified physical therapist assistant (PTA) under the direct supervision of a licensed physical therapist or physician. PA is not required for initial evaluations or for services provided within 30 calendar days following discharge from a hospital when ordered by a physician prior to discharge (not to exceed 30 units for any combination of therapies).	Physical therapy services must be ordered by the member's PMP or by another physician as part of a member's inpatient discharge plan of care or continuing plan of care. Services must be provided by a licensed therapist or certified PTA under the direct supervision of a licensed physical therapist or physician. Services are covered when determined to be medically necessary.

Benefit	Reimbursed by MCE	Package A	Package C
Podiatric Services (405 IAC 5-26)	Yes (Self-referral)	Laboratory services, X-ray services, hospital stays and surgical procedures involving the foot are covered when medically necessary. Coverage includes one podiatry visit per calendar year. Up to six routine foot care services are covered per calendar year for members who are under a physician's care (within the past six months) for with diabetes mellitus, peripheral vascular disease or peripheral neuropathy.	Laboratory services, X-ray services, hospital stays and surgical procedures involving the foot are covered when medically necessary. Routine foot care services are not covered.
Psychiatric Residential Treatment Facility (PRTF) ** (405 IAC 5-20-3.1)	No	Reimbursement is available for medically necessary services provided to members younger than 21 years old in a PRTF. Reimbursement is also available for members younger than 22 years old who began receiving PRTF services immediately before their 21st birthday. Member must be disenrolled from Hoosier Healthwise and enrolled in Traditional Medicaid for the benefit to begin. The FSSA will notify the MCE when an MCE's member is admitted to a PRTF. The MCE is required to provide case management and utilization management during the member's stay. The MCE is not at financial risk for PRTF services.	Reimbursement is available for medically necessary services provided to members younger than 21 years old in a PRTF. Member must be disenrolled from Hoosier Healthwise and enrolled in Traditional Medicaid for the benefit to begin. The FSSA will notify the MCE when an MCE's member is admitted to a PRTF. The MCE is required to provide case management and utilization management during the member's stay. The MCE is not at financial risk for PRTF services.
Rehabilitation Unit Services – Inpatient** (405 IAC 5-32)	Yes	The following criteria shall demonstrate the inability to function independently with demonstrated impairment: cognitive function, communication, continence, mobility, pain management, perceptual motor function or self-care activities.	Covered up to 50 days per calendar year.

Benefit	Reimbursed by MCE	Package A	Package C
Respiratory Therapy* (405 IAC 5-22)	Yes	<p>Respiratory therapy services must be ordered by the member's PMP or by another physician as part of a member's inpatient discharge plan of care or continuing plan of care and provided by a licensed respiratory therapist or certified respiratory therapy technician who is an employee or contractor of a hospital, medical agency or clinic.</p> <p>PA is not required for inpatient or outpatient hospital, emergency, and oxygen in a nursing facility, for 30 calendar days following discharge from hospital when ordered by physician prior to discharge (not to exceed 30 units for any combination of therapies), and when ordered in writing for the acute medical diagnosis of asthma, pneumonia, bronchitis or upper respiratory infection (not to exceed 14 hours or 14 calendar days).</p>	<p>Respiratory therapy services must be ordered by the member's PMP or by another physician as part of a member's inpatient discharge plan of care or continuing plan of care and provided by a licensed respiratory therapist or certified respiratory therapy technician who is an employee or contractor of a hospital, medical agency or clinic.</p> <p>Services are covered when determined to be medically necessary.</p>
Rural Health Clinics (RHCs)	Yes	Coverage is available for services provided by a physician; physician assistant; nurse practitioner; or appropriately licensed, certified or registered therapist employed by the RHC.	Coverage is available for services provided by a physician; physician assistant; nurse practitioner; or appropriately licensed, certified or registered therapist employed by the RHC.
Speech, Hearing and Language Disorders* (405 IAC 5-22)	Yes	<p>Speech-language therapy services must be ordered by the member's PMP or by another physician as part of a member's inpatient discharge plan of care or continuing plan of care and provided by a qualified therapist or assistant.</p> <p>PA is not required for initial evaluations or for services provided within 30 calendar days following discharge from a hospital when ordered by physician prior to discharge (not to exceed 30 units for any combination of therapies).</p>	<p>Speech-language therapy services must be ordered by the member's PMP or by another physician as part of a member's inpatient discharge plan of care or continuing plan of care and provided by a qualified therapist or assistant.</p> <p>Services are covered when determined to be medically necessary.</p>

Benefit	Reimbursed by MCE	Package A	Package C
Tobacco Dependence Treatment (405 IAC 5-37)	Yes (Except pharmacy benefits)	Reimbursement is available for tobacco dependence drug treatment and counseling services. Coverage of tobacco dependence counseling is limited to a maximum of 10 units per member per calendar year.	Reimbursement is available for tobacco dependence drug treatment and counseling services. Coverage of tobacco dependence counseling is limited to a maximum of 10 units per member per calendar year.
Transportation – Emergency (405 IAC 5-30)	Yes	Coverage has no limit or PA requirement for emergency ambulance or trips to or from a hospital for inpatient admission or discharge, subject to the prudent layperson standard.	Covers emergency ambulance transportation using the prudent layperson standard. A \$10 copayment applies.
Transportation – Nonemergency (405 IAC 5-30)	Yes	Coverage has no limit or PA requirement for medically necessary in-state ground transportation.	Ambulance services for nonemergencies between medical facilities are covered when requested by a participating physician; a \$10 copayment applies. Any other nonemergency transportation is not covered.
Urgent Care Services	Yes (Self-referral)	Urgent care services are covered provided that they are medically necessary. Urgent care is needed for non-life-threatening emergencies that cannot wait for a normal scheduled office visit.	Urgent care services are covered provided that they are medically necessary. Urgent care is needed for non-life-threatening emergencies that cannot wait for a normal scheduled office visit.
<p>* Prior authorization required under certain circumstances</p> <p>** Prior authorization always required</p> <p>Note: In general, all noncontracted, out-of-network providers require PA. Contracted, in-network providers must contact the MCE to determine whether PA is required.</p>			

Wraparound Services for Hoosier Healthwise Children

Children enrolled in Hoosier Healthwise, including children enrolled in Package C, may be eligible for additional health coverage from the following programs:

- *Indiana First Steps* – This program provides early intervention services including:
 - Screenings and assessments
 - Planning and service coordination
 - Therapeutic services
 - Support services
 - Information and communication to infants and toddlers who have disabilities or who are developmentally vulnerable
- *Children's Special Health Care Services (CSHCS)* – The CSHCS program provides healthcare services for children through age 21 who have a severe chronic medical condition that:
 - Has lasted or is expected to last at least two years
 - Will produce disability, disfigurement or limits on function

- Requires a special diet or devices
- Would produce a chronic disabling condition without treatment

Both programs require the assistance of healthcare professionals to identify children for assessment and diagnostic evaluations, and to provide diagnoses and referrals. Additional information about the programs may be obtained as follows:

- By calling First Steps at 800-545-7763 or accessing the [First Steps website](https://in.gov/fssa/firststeps) at in.gov/fssa/firststeps
- By calling CSHCS at 800-475-1355 or accessing the [CSHCS website](https://in.gov/health) at in.gov/health

Program of All-Inclusive Care for the Elderly

The Program of All-Inclusive Care for the Elderly (PACE) is managed care Medicare and Medicaid program that serves individuals who:

- Are 55 years old or older
- Are certified by their state to need nursing home care
- Are able to live safely in the community at the time of enrollment
- Live in a PACE service area (Contact local Area Agency on Aging [AAA] for guidelines.)

PACE participants are required to sign an enrollment agreement indicating they understand that the PACE organization must be their sole service provider. Services must be preapproved and obtained from specified doctors, hospitals, pharmacies and other healthcare providers that contract with the PACE organization.

Before rendering services, IHCP providers should always verify member eligibility as described in the [Eligibility Verification System](#) section. The eligibility verification system (IHCP Provider Healthcare Portal, Interactive Voice Response system and 270/271 electronic transaction) will indicate if the member has current coverage under the PACE program. Providers can also check the member's Medicare or Medicaid (IHCP) cards for a sticker indicating that the member is a PACE participant. The IHCP will deny payment of all fee-for-service claims submitted for PACE members.

PACE benefits include the following:

- Primary care
- Hospital care
- Medical specialty services
- Prescription drugs
- Nursing home care
- Emergency services
- Home care
- Physician, occupational and recreational therapy
- Adult day care
- Meals
- Dentistry
- Nutritional counseling
- Social services
- Laboratory/X-ray services

- Social work counseling
- Transportation

For additional information about PACE and the partner organizations serving Indiana's PACE participants in designated service areas, see the *Program of All-Inclusive Care for the Elderly* page at in.gov/fssa/da.

Section 4: Special Programs and Processes

The Indiana Health Coverage Programs (IHCP) offers a variety of special programs and processes designed to serve special populations.

Presumptive Eligibility

Presumptive Eligibility (PE) is an authorized IHCP process by which qualified providers (QPs) can determine individuals to be presumptively eligible, allowing them to receive temporary health coverage until the Family and Social Services Administration (FSSA) determines official eligibility.

For more information about PE process, including how to become a QP, see the [Presumptive Eligibility](#) module.

Presumptive Eligibility Coverage Period

The PE coverage period begins on the day the QP determines an individual presumptively eligible for coverage. Services delivered prior to this date are not covered. For presumptive eligibility benefit plans that include inpatient hospital coverage:

- If a hospital admission date is before the presumptive eligibility start date, and the inpatient service is reimbursed using the diagnosis-related group (DRG) methodology, no portion of that member's inpatient stay will be considered a presumptive-eligibility-covered service.
- If a hospital admission date is before the presumptive eligibility start date, and the inpatient service is reimbursed on a level-of-care (LOC) per diem basis, dates of service on or after the member's presumptive eligibility start date will be covered.

If the PE member submits a completed *Indiana Application for Health Coverage* before the end of the month following the month in which the PE coverage began, then the PE coverage will last until the FSSA makes an official eligibility determination. PE coverage ends immediately when the FSSA determines the applicant to be denied for IHCP coverage. If determined eligible, PE coverage continues through the end of the month the eligibility decision is made.

If a PE member does **not** have a completed *Indiana Application for Health Coverage* pending with the FSSA by the last day of the month following the month in which PE was established, the PE coverage will end on that date.

General Requirements for Presumptive Eligibility

General applicant requirements for PE are as follows:

- Must be a U.S. citizen, qualified noncitizen or a qualifying immigrant with one of the following immigration statuses:
 - Lawful permanent resident immigrant living lawfully in the United States for five years or longer
 - Refugee
 - Individual granted asylum by immigration office
 - Deportation withheld by order from an immigration judge
 - Amerasian from Vietnam
 - Veteran of U.S. Armed Forces with honorable discharge
 - Other qualified alien

- Must be an Indiana resident
 - An Indiana address must be provided on the application.
- Must not be a current IHCP member, including a member of HIP*
 - Medical Review Team (MRT) and Preadmission Screening and Resident Review (PASRR) coverage are the only exceptions to this requirement; individuals with coverage under any *other* benefit plan are not eligible for PE.
 - Individuals who have recently applied for the IHCP but have not yet received a coverage determination may apply for PE to cover services while an IHCP decision is pending.
- Must not be enrolled in the PE process, currently or within time-frame restrictions*
 - Individuals are allowed only one PE coverage period per rolling 12 months (or per pregnancy, for Presumptive Eligibility for Pregnant Women).
- Must not be currently incarcerated*
- Must not be an adult (ages 21–64) who is admitted to or residing in an institute for mental disease (IMD)
- Must meet the income level, age and any other requirements specific to certain aid categories

**Note: For incarcerated individuals applying for inpatient coverage through PE for Inmates, exceptions exist to the criteria marked with an asterisk (*). See the [Presumptive Eligibility](#) module for details.*

Presumptive Eligibility Aid Categories and Benefit Plans

Aid categories eligible for PE include:

- Infants (under 1 year of age)
- Children (ages 1–18)
- Adults (ages 19–64, without Medicare)
- Parents/caretakers
- Former foster care children (ages 18–25)
- Pregnant individuals
- Individuals eligible for family planning services only

For details about income limits and other requirements specific to each aid category, see the [Presumptive Eligibility](#) module.

The benefit plan assigned during the PE period depends on the individual's aid category (with the exception of Medicaid Inpatient Hospital Services Only, which is assigned to presumptively eligible inmates regardless of their aid category). All presumptive eligibility benefit plans are provided under the fee-for-service (FFS) delivery system.

Table 7 – Presumptive Eligibility Benefit Plans and Coverage

PE Aid Category	Benefit Plan	Coverage Details
Infants	Presumptive Eligibility – Package A Standard Plan	All services available under Package A – Standard Plan (Medicaid State Plan services)
Children		
Parents/caretakers		
Former foster care children		
Pregnant individuals	Presumptive Eligibility for Pregnant Women	Only ambulatory prenatal care services (See the Presumptive Eligibility module for details.)
Individuals presumptively eligible for family planning benefits only	Presumptive Eligibility Family Planning Services Only	Only services available under the Family Planning Eligibility Program (See the Family Planning Eligibility Program section for details.)
Adults not eligible for another category	Presumptive Eligibility – Adult	Only services available under <i>Healthy Indiana Plan (HIP) Basic</i> , including copayment obligations (See the Healthy Indiana Plan section for details.)
PE for Inmates	Benefit Plan	Coverage Details
Incarcerated individuals who are presumptively eligible, regardless of PE aid category	Medicaid Inpatient Hospital Services Only	Only inpatient services (See the Presumptive Eligibility module for details.)

Medical Review Team

Individuals determined by the Social Security Administration to be disabled are considered disabled for Medicaid purposes. For all others, the DFR is responsible for determining initial and continuing eligibility for Medicaid disability. To meet the disability requirement, a person must have an impairment that is expected to last a minimum of 12 months.

The Medical Review Team (MRT) determines whether an applicant meets the Medicaid disability definition based on medical information that the DFR collects and provides to the MRT.

Note: Individuals receiving Supplemental Security Income (SSI) or Social Security Disability Income (SSDI) for their own disability automatically meet the State's disability requirement without requiring a separate disability determination by MRT.

To make timely determinations about an applicant's alleged disability for coverage through the IHCP, the MRT directs providers to include medical reports that substantiate level of severity and functionality. The following examples represent expected information for the four most common application diagnoses:

- Back pain
 - Associated surgeries for back pain
 - Medications that the applicant is taking
 - Details about the applicant's level of functioning with the back pain
 - Any additional information about the applicant's back pain

- Depression
 - Associated hospitalizations for depression
 - Medications the applicant is taking
 - Details about the applicant's level of functioning with depression
 - Any additional information about the applicant's depression
- Diabetes
 - Associated neuropathy, nephropathy or retinopathy
 - Blood sugar levels, HgA1C levels and other relative lab results
 - Medications the applicant is taking
 - Diabetes flow sheet
 - Details about the applicant's level of functioning with diabetes
 - Additional information about the applicant's diabetes
- Hypertension
 - Associated end organ damage due to hypertension
 - Medications the applicant is taking
 - Details about the applicant's level of functioning with hypertension
 - Any additional information about the applicant's hypertension

See the [Claim Submission and Processing](#) module for special MRT billing procedures.

Right Choices Program (RCP)

The Right Choices Program (RCP) is the lock-in program developed by the IHCP in accordance with *Code of Federal Regulations 42 CFR Sections 455 and 456* and *Indiana Administrative Code 405 IAC 1-1-2(c)*. The goal of the RCP is to provide quality care through healthcare management, ensuring that the right service is delivered at the right time and in the right place for Healthy Indiana Plan (HIP), Hoosier Care Connect, Hoosier Healthwise and Traditional Medicaid members who have been identified as overusing or abusing services.

RCP members are locked in to a single primary medical provider (PMP) and a single pharmacy. If the member requires services from a different provider, such as a specialist, the PMP must submit a referral to the RCP Administrator; otherwise, the services will not be reimbursed. RCP members remain eligible to receive all medically necessary, covered services allowed by their existing benefit plans, as long as the services are provided in accordance with RCP requirements. See the [Right Choices Program](#) module for details.

Note: The Provider Healthcare Portal eligibility verification includes a Right Choices Detail panel for members assigned to the RCP. Users can expand this detail panel to view lock-in provider assignments. See the [Right Choices Program](#) section for details.

Preadmission Screening and Resident Review

The Preadmission Screening and Resident Review (PASRR) process is a requirement for all applicants to IHCP-certified nursing facilities (NFs). A **Level I screen** is completed to initiate the PASRR and to identify individuals who may have a mental illness (MI), intellectual disability/developmental disability (ID/DD), or mental illness and intellectual disability/developmental disability (MI/ID/DD). When indicated, a **Level II evaluation** is performed to identify the specialized needs of such individuals. For individuals seeking Medicaid coverage of their NF stay, an **LOC** assessment is completed to determine whether the individual meets State criteria for a nursing facility (NF) level of care.

PASRR coverage is identified in the EVS as *PASRR Mental Illness (MI)* or *PASRR Individuals with Intellectual Disability (IID)*. See the [Long-Term Care](#) module for more information about the PASRR process.

Section 5: Member Copayment Policies

Note: For specific copayment policies regarding services rendered to members enrolled in managed care plans, providers should contact the appropriate managed care entity (MCE). MCE contact information is included in the [IHCP Quick Reference Guide](#) available at in.gov/medicaid/providers.

Overview

Some Indiana Health Coverage Programs (IHCP) members are required to contribute a copayment for certain services. The copayment is made by the member and collected by the provider at the time the service is rendered. The amount of the copayment is automatically deducted from the provider's payment; therefore, the provider should not subtract the copayment from the submitted charge.

According to *Code of Federal Regulations 42 CFR 447.15*, providers may not deny services to any member due to the member's inability to pay the copayment amount on the date of service. Pursuant to this federal requirement, this service guarantee does not apply to a member who is able to pay, nor does a member's inability to pay eliminate liability for the copayment. It is the member's responsibility to inform the provider that he or she cannot afford to pay the copayment on the date of service. The provider may bill the member for copayments not paid on the date of service.

For fee-for-service (FFS) members, providers can determine the copayment amount due for a particular service on a particular date when verifying the member's eligibility through any of the Eligibility Verification System (EVS) options: Provider Healthcare Portal (Portal), 270/271 electronic transactions or Interactive Voice Response (IVR) system. See the [Portal Copayment Response](#) section for examples of how the information appears on the Portal.

Cost-Sharing Limitations and Exemptions

In accordance with federal regulations, IHCP members with cost-sharing obligations (such as copayments, contributions, premiums, deductibles, or other Medicaid-related charges) are not required to pay more than 5% of the family's total countable income toward these charges. The 5% calculation considers the total cost-sharing amounts paid by all members in the household against the total countable income for the household. The IHCP applies this limit based on calendar quarters: January–March, April–June, July–September and October–December. (For Package C members, the 5% limitation applies on a yearly basis.)

Accordingly, copayment amounts will not be deducted from claims processed after the member's copayment obligation has been met in any given quarter. If a member's copayment obligation has been met for the quarter for fee-for-service (FFS) benefits, a copayment amount of \$0 will be indicated in the EVS for the member on that date of service. See the [Portal Copayment Response](#) section for an example. (For managed care benefits, providers will need to contact the MCE to determine whether the member's copayment obligation has been met for the quarter.)

Members in the following categories are exempt from cost-sharing obligations, including copayments:

- American Indian/Alaskan Native
- Under age 18, except for Package C members
- Pregnant
- Receiving hospice care
- Eligible for Medicaid due to a diagnosis of breast or cervical cancer

*Note: Members residing in an institution are exempt from **copayment** obligations but are responsible for paying any applicable **facility liability**.*

Members in exempt categories are not affected by the cost-sharing tracking process – they should never be charged copayments.

Service-Specific Copayment Policies

Providers are advised to review the *Indiana Administrative Code* (IAC) for complete copayment narratives. The following services may require a copayment:

- Transportation (405 IAC 5-30-2)
- Pharmacy (405 IAC 5-24-7)
- Nonemergency services provided in an emergency room setting (405 IAC 1-8-4)

Additional services are subject to copay under certain Healthy Indiana Plan (HIP) benefit plans, as described in the [Healthy Indiana Plan](#) module. Presumptive Eligibility Adult (PE Adult) copayments mirror those of *HIP Basic*.

Table 8 provides copayment amounts at a glance for specific services provided to Traditional Medicaid, Hoosier Care Connect and Hoosier Healthwise Package C members. The sections that follow provide additional information.

Table 8 – Copayments at a Glance, for Traditional Medicaid, Hoosier Care Connect and Package C

Service	Traditional Medicaid (Fee-for-Service)	Hoosier Care Connect	Hoosier Healthwise (Package C Only)
Nonemergency transportation	\$0.50–\$2 each way	\$1 each way	Noncovered
Emergency transportation	No copay	No copay	\$10
Pharmacy (generic)	\$3 per prescription	\$3 per prescription	\$3 per prescription
Pharmacy (brand name)	\$3 per prescription	\$3 per prescription	\$10 per prescription
Nonemergency use of the emergency department	No copay	\$3	No copay

Copayments for Transportation Services

For nonemergency transportation services, providers may collect a copayment from **Traditional Medicaid** members equal to the amount presented in Table 9.

Table 9 – Nonemergency Transportation Copayments for Traditional Medicaid

Copayment	Service
\$0.50 each one-way trip	Transportation services for which Medicaid pays \$10 or less
\$1 each one-way trip	Transportation services for which Medicaid pays \$10.01 to \$50
\$2 each one-way trip	Transportation services for which Medicaid pays \$50.01 or more
<p><i>Note: The determination of the member's copayment amount is to be based on the reimbursement for the base rate or loading fee only.</i></p> <p><i>No copayment is required for an accompanying adult (such as a parent) traveling with a minor member or for an attendant.</i></p>	

The nonemergency transportation copayment for **Hoosier Care Connect** members is \$1 each one-way trip, regardless of distance.

Emergency ambulance services are exempt from copayments for both Traditional Medicaid and Hoosier Care Connect members.

Hoosier Healthwise Package C members receive ambulance transportation services, subject to a \$10 copayment, in the following circumstances:

- Emergencies, subject to the prudent layperson definition of emergency in *405 IAC 11-1-6*
- Between medical facilities when ordered by the treating physician

All other transportation is not a covered service under Package C.

Copayments for Pharmacy Services

Traditional Medicaid and Hoosier Care Connect members are generally required to pay a \$3 copay for all prescription drugs. Pharmacy copayments for Package C members are \$3 for generic drugs and \$10 for brand name drugs.

For more detailed information about copayments for pharmacy services, including designated exemptions, see the [Pharmacy Services](#) module.

Copayments for Nonemergency Services Rendered in the Emergency Department

Hoosier Care Connect members are subject to a copayment of \$3 per date of service for nonemergency services rendered in an emergency department setting.

Family planning services are exempt from the copayment requirements for nonemergency services rendered in an emergency department.

Portal Copayment Response

On the Portal, copayment information is displayed in the *Benefit Details* panel (see Figure 29).

Figure 29 – Copayment Information in the Portal

Benefit Details			
Coverage	Description	Effective Date	End Date
Full Medicaid	Full Medicaid for individuals who are 65 years old, blind, or disabled (FFS or Managed Care)	02/14/2020	02/14/2020
Coverage	Description and Copayment Message	Copoly Amount	
Full Medicaid	Medical Care - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Chiropractic - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Dental Care - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Hospital - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Emergency Services - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Professional (Physician) Visit - Office - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Hospital - Inpatient - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Urgent Care - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Mental Health - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Vision (Optometry) - Copay is not applicable to this type of service.	\$0.00	
Full Medicaid	Medically Related Transportation - The copay amount for transportation services will range from \$0.50 to \$2.00 based on the allowed amount for the procedure code. Please see the IHCP provider reference modules for more details.	\$2.00	
Full Medicaid	Hospital - Outpatient - Copay applies only to non-emergency services.	\$3.00	
Full Medicaid	Pharmacy - The copay for Pharmacy services is \$3.00 for legend and non legend drugs and insulin for each covered drug dispense. Please refer to the Pharmacy Reference module for additional information on copay exemptions.	\$3.00	

When the member has met the quarterly cost-sharing obligation, the amount indicated in the Copay Amount column will change to \$0.00.

The copay amount may also display \$0.00 in situations where the amount owed is a range or when providers are required to check with the MCE for the specific amount of the copay. In these cases, the presence of a zero in the last column does not necessarily indicate that the member's cost-sharing obligation has been met. See Figure 30.

Figure 30 – Portal Response for Managed Care Benefits That May Require a Copayment

Benefit Details			
Coverage	Description	Effective Date	End Date
Package A-Standard Plan	Package A-Standard Plan	02/05/2020	02/05/2020
Coverage	Description and Copayment Message	Copay Amount	
Package A-Standard Plan	Chiropractic - The copay amount and coverage may vary. Please see the IHCP Provider Modules for copay details or contact the member's MCE for further information.	\$0.00	
Package A-Standard Plan	Dental Care - The copay amount and coverage may vary. Please see the IHCP Provider Modules for copay details or contact the member's MCE for further information.	\$0.00	
Package A-Standard Plan	Hospital - The copay amount and coverage may vary. Please see the IHCP Provider Modules for copay details or contact the member's MCE for further information.	\$0.00	
Package A-Standard Plan	Emergency Services - The copay amount and coverage may vary. Please see the IHCP Provider Modules for copay details or contact the member's MCE for further information.	\$0.00	
Package A-Standard Plan	Pharmacy - The copay amount and coverage may vary. Please see the IHCP Provider Modules for copay details or contact the member's MCE for further information.	\$0.00	
Package A-Standard Plan	Vision (Optometry) - The copay amount and coverage may vary. Please see the IHCP Provider Modules for copay details or contact the member's MCE for further information.	\$0.00	
Package A-Standard Plan	Mental Health - The copay amount and coverage may vary. Please see the IHCP Provider Modules for copay details or contact the member's MCE for further information.	\$0.00	
Package A-Standard Plan	Urgent Care - The copay amount and coverage may vary. Please see the IHCP Provider Modules for copay details or contact the member's MCE for further information.	\$0.00	

If a member's benefit plan does not require copayments, the Portal message will indicate that copayments do not apply (see Figure 31).

Figure 31 – Portal Response for Benefits That Do Not Require Copayments

Benefit Details			
Coverage	Description	Effective Date	End Date
HIP Plus	HIP Regular Plus-No HMO services	02/05/2020	02/05/2020
Coverage	Description and Copayment Message	Copay Amount	
HIP Plus	Urgent Care - Copay is not applicable to members in the HIP Regular Plus benefit plan.	\$0.00	
HIP Plus	Chiropractic - Copay is not applicable to members in the HIP Regular Plus benefit plan.	\$0.00	
HIP Plus	Vision (Optometry) - Copay is not applicable to members in the HIP Regular Plus benefit plan.	\$0.00	
HIP Plus	Professional (Physician) Visit - Office - Copay is not applicable to members in the HIP Regular Plus benefit plan.	\$0.00	
HIP Plus	Pharmacy - Copay is not applicable to members in the HIP Regular Plus benefit plan.	\$0.00	
HIP Plus	Emergency Services - Copay is not applicable to members in the HIP Regular Plus benefit plan.	\$0.00	
HIP Plus	Hospital - Copay is not applicable to members in the HIP Regular Plus benefit plan.	\$0.00	

Section 6: Benefit Limit Information

Note: The information in this section pertains to fee-for-service coverage. For managed care members, providers must follow the managed care entity (MCE) procedures for obtaining benefit limit information.

Some Indiana Health Coverage Programs (IHCP) services are subject to benefit limits, based on the number of units or dollar amount reimbursed within a given time frame. Before rendering such services, providers must verify that the member's benefit limit has not been met.

For details about service-specific benefit limits, refer to the provider reference module applicable to that type of service.

Checking Benefit Limits on the EVS

Select member benefit limit information is available through Eligibility Verification System (EVS), which providers can access through any of the following methods, as described in the [Eligibility Verification System](#) section:

- [Provider Healthcare Portal](#), accessible from the home page at in.gov/medicaid/providers
- Interactive Voice Response (IVR) system at 800-457-4584
- 270/271 electronic data interchange (EDI) transaction

The EVS response consists of a description of the limit (including the applicable explanation of benefits [EOB] code that would be returned with claim denials if the limit is exceeded), what the limit is (the dollar amount or number of units allowed for the particular service within the given time frame), and how much is remaining for that member. The amount remaining reflects FFS paid claims only, and does not include payment for claims that are still in process.

See Figure 32 for an example of the benefit limits returned using the Portal.

Figure 32 – Benefit Limit Details on the Portal

Limit Details		
The Dollar Limits and Service Limits may not reflect recent claims.		
Dollar Limits	Limit	Remaining
6113 DME LIMITED TO \$2000 PER MEMBER PER CAL YR	\$2,000.00	-
Service Limits	Limit	Remaining
6225 ONE SEALANT PER TOOTH PER LIFETIME - Sealant applied	3, 14, 19, 30	-
6830 TRANSPORT: ONE-WAY TRIP IN EXCESS OF 20/12 MONTHS	20	14

The system lists only services for which some reimbursement has been made. If the full amount is still remaining for a particular limit, that limit will not be displayed.

Not all benefit limits are tracked within the EVS. See Table 10 for a list of those limits that *are* returned by the EVS, as well as the associated EOB that would be returned if additional amounts were billed after the limit has been met. To avoid claim denials for the EOBs shown in Table 10, before rendering such services, providers should use the EVS to verify that the member has not exhausted the applicable benefit limits.

Table 10 – EOBs Related to Benefit Limit Information Available through the EVS

Limit Description Displayed in the Portal	Corresponding EOB Description
6012 MEDICAL SERVICES 30 PER YEAR	Reimbursement is limited to 30 medical services per member per rolling calendar year, unless prior authorization for additional services has been obtained.
6054 ONLY ONE HEARING TEST PER 36 MO. WITHOUT PA	Audiological assessments are limited to once every 3 years per member. Prior authorization is required for payment of additional services.
6060 SPEECH THERAPY EVALUATIONS/ONE PER YEAR	Reimbursement for speech evaluation is limited to once every twelve months. Prior authorization is required for payment of additional evaluations.
6085 INCONTINENCE SUPPLIES LIMITED \$1950/ROLLING YEAR	Incontinence supplies are limited to total dollar amount of \$1,950.00 per rolling 12 months.
6090 PODIATRIST OFFICE VISITS LTD TO 1 PER YEAR	Indiana Medicaid benefits allow payment for one (1) podiatry office visit per recipient per calendar year.
6099 REIMBURSEMENT IS LIMITED TO 50 CHIROPRACTIC SVCS	Reimbursement is limited to no more than 50 chiropractic services per member per calendar year. These services could include up to five (5) office visits and spinal manipulation treatments, or physical medicine treatments.
6101 CHIROPRACTIC RESTRICTIVE OFFICE VISITS CODES (NP)	New patient chiropractic office visits are reimbursable once per provider per lifetime of the recipient.
6102 CHIROPRACTIC OFFICE VISITS LIMITED TO 5 PER YEAR	Indiana Health Coverage Programs reimbursement limited to five chiropractic office visits per year. This recipient has received the maximum number allowable. Prior authorization is required for payment of additional visits.
6105 ONE FULL SPINE X-RAY PER YEAR FOR CHIROPRACTOR	Indiana Health Coverage Program reimbursement is limited to one (1) full spinal X-ray per recipient per calendar year by a chiropractor. Maximum reimbursement has been paid. Prior authorization is required for payment of additional visits.
6111 CHIROPRACTIC OFFICE VISITS LIMITED TO FIVE PER YEAR	Reimbursement is limited to five chiropractic office visits per year per member. This member has received the maximum number allowable.
6112 MAX OF 14-CHIRO THERAPEUTIC PHYS MED TRT PER YR	Therapeutic physical medicine treatments are limited to 14 per member per calendar year. This member has received the maximum number allowable.
6113 DME LIMITED TO \$2000 PER MEMBER PER CAL YR	Durable medical equipment is limited to \$2,000 per member per calendar year. This member has received the maximum amount allowable.
6114 DME LIMITED TO \$5000 PER MEMBER PER LIFETIME	Reimbursement for durable medical equipment is limited to \$5,000 per member per lifetime.

Limit Description Displayed in the Portal	Corresponding EOB Description
6120 OP MNTL HLTH/SUBS ABUSE OV 30 / CAL YR W/O PA (DTL)	Reimbursement is limited to 30 visits for outpatient mental health/substance abuse services per recipient per calendar year without prior authorization. This recipient has received the maximum number allowable.
6121 OP MNTL HLTH/SUBS ABUSE OV 50 / CAL YR W/PA (DTL)	Reimbursement is limited to 50 visits maximum for outpatient mental health/substance abuse services per recipient, per calendar year, with prior authorization. This recipient has received the maximum number allowable.
6122 CHIROPRACTIC THERAPEUTIC PHYSICAL MEDICINE TREATME	Therapeutic physical medicine treatments exceeding fourteen (14), up to a maximum of fifty (50), per recipient, per calendar year, require prior authorization.
6195 FRAMES INITIAL OR REPAIR / REPLACEMENT 21 YRS OLDER	Frames initial or repair/replacement- member over 21 years of age
6196 FRAMES INITIAL / REPLACEMENT MEMBER 21 YRS YOUNGER	Frames initial or replacement- member 21 years or younger
6209 FULL MOUTH OR PANORAMIC X-RAYS LIMIT ONCE /3 YRS	Full-mouth or panorex X-rays limited to once every three years.
6211 PERIODIC/LIMITED ORAL EVAL LIMIT 1 EVERY 6 MONTHS	Periodic or limited oral evaluations are limited to one every 6 months.
6212 FLUORIDE TREATMENT LIMITED TO 1 EVERY 6 MONTHS	Indiana Health Coverage Program benefits allow payment for one topical application of fluoride every six (6) months. Fluoride treatments are limited to recipients 0 through 20 years of age.
6221 PERIODONTAL ROOT PLAN/SCAL 4 TX/2YRS NON-INSTITUTI	Reimbursement limited to four treatments of periodontal root planing/scaling every two (2) years for non-institutionalized recipients between the ages of three (3) and twenty (20) years.
6222 PERIODONTAL ROOT PLAN/SCALING, 4 TX PER 2 YRS INST	Reimbursement is limited to four treatments of periodontal root planing and scaling for institutionalized recipients every two (2) years regardless of age.
6223 PERIODONTAL ROOT PLAN 21 YR OR > 4/LIFE NON-INST	Periodontal root planing/scaling 4x/lifetime/non-institutional 21 years and older.
6225 ONE SEALANT PER TOOTH PER LIFETIME	Indiana Health Coverage Program benefits allow payment for one sealant treatment per premolars and molars per lifetime.
6232 PROPHY & PERIODTL MAINT INSTIT LIM 1/6 MOS	Prophylaxis and periodontal maintenance is limited to one treatment every six months for institutionalized members.
6235 PROPHY & PERIODTL MAINT NON-INSTI 21> LIM 1/12 MOS	Prophylaxis and periodontal maintenance is limited to one treatment every 12 months for non-institutional members 21 years or older.
6244 D4355/D4346 LIMITED TO ONCE EVERY 3 YEARS (DTL)	D4355 [full mouth debridement]/ D4346 [full mouth scaling] limited to once every 3 years.

Limit Description Displayed in the Portal	Corresponding EOB Description
6271 LENSES INITIAL/REPLACEMENT, MEMBER YOUNGER THAN 21	Lenses initial or replacement- member 21 year or younger
6272 LENSES INITIAL REPAIR/REPLACEMENT MEMBER 21 YRS	Lenses initial repair/replacement member over 21 years of age
6297 ROUTINE VISION EXAM LIMIT TO 1/12 MONTHS AGE 0-20	Routine vision exams limited to one (1) per twelve (12) months for ages 1 to 20 years.
6298 ROUTINE VISION EXAM AGE 21-999 LTD TO 1/24 MO (DTL)	Routine vision exams are limited to one (1) per twenty-four (24) months for ages twenty-one to 999 years.
6310 PROPHY & PERIODTL MAINT NON-INSTI 1-20 LIM 1/6 MOS	Prophylaxis and periodontal maintenance limited to one treatment every six months for non-institutionalized members over age twelve months to twenty-one years
6427 LEAD CASE MANAGEMENT LIMITED 26 UNITS IN 12 MONTHS	T1016 EP - case management each 15 minutes, provided as part of Medicaid Early Periodic Screening Diagnosis and Treatment (EPSDT) is limited to 26 units per 12 months
6715 URINE DRUG TESTING LIM 16 PER CAL YEAR WITHOUT PA	Definitive urine drug testing (UDT) is limited to 16 per calendar year without a prior authorization.
6716 URINE DRUG TESTING LIM 52 PER CAL YEAR WITHOUT PA	Presumptive urine drug testing (UDT) is limited to 52 per calendar year without a prior authorization.
6752 PT EVAL LTD TO 1 PER 12 MO W/O APPROVED PA (DTL)	Reimbursement is limited to one physical therapy evaluation per member per 12 months unless prior authorization has been obtained.
6753 OCCUPATIONAL THERAPY EVALUATION - 1 PER 12 MONTHS	Reimbursement is limited to one occupational therapy evaluation per member per 12 months unless prior authorization has been obtained.
6855 MORE THAN 6 ROUTINE FOOT CARE TREATMENTS/1 YEAR	Reimbursement is limited to six routine foot care services per year for patients with diabetes mellitus, peripheral vascular disease, or peripheral neuropathy, unless prior authorization has been obtained.
6941 PEER RECOVERY LIMIT 1,460 UNITS IN 12 MONTHS	Peer recovery procedure in excess of 1,460 units is not allowed without prior approval.

Checking Benefit Limits via Written Correspondence

Not all benefit limits are tracked by the EVS. Additionally, the EVS may not include all the information that a provider needs to determine whether a member has exhausted a particular benefit – such as the dates the limits were exhausted. This situation can result in reduced reimbursement or no reimbursement for rendered services. Providers may submit secure correspondence through the Portal to inquire the date on which a particular member exceeded service limitations. Providers should allow up to four business days for a response.

To assist analysts in researching the issue and providing a resolution, providers should clearly state the reason for the inquiry. The Written Correspondence Unit may contact the provider for additional information if needed.

Providers should not send inquiries to resubmit claims previously rejected.

To submit an inquiry through the Portal, providers can create a secure correspondence message using the Coverage Inquiry category. For information about registering to use the Portal and submitting secure correspondence via the Portal, see the [Provider Healthcare Portal](#) module.

Calendar-Year Versus 12-Month Monitoring Cycle

Most IHCP benefit limits are monitored via a rolling 12-month period. However, some are monitored on a calendar-year basis. During claim processing, *CoreMMIS* reviews the claim history to ensure that services do not exceed established limits. *CoreMMIS* compares the service date for a particular claim with service dates that are already paid. *CoreMMIS* *looks back* at service dates within the particular code's established service limit. If the number of services or dollars has been exceeded for a specific benefit limit, prior authorization (PA) may be required based on medical necessity. If PA is not obtained, *CoreMMIS* rejects the claim. In summary, *CoreMMIS* generally *rolls back* one year from the service date and counts the number of units or dollars used. *CoreMMIS* calculates benefit limits on a service-date-specific basis for paid claims.

Example 1: This example illustrates a calendar-year monitoring cycle. IHCP members are authorized office visits at 30 per calendar year. A member became eligible on Feb. 1, 2021, and with four office visits per month (to a physician, chiropractor, podiatrist and mental health provider), reaches the 30-office-visit limitation in September 2021. Without PA, the member is not authorized for another office visit until Jan. 1, 2022 (the beginning of a new calendar year), at which point the restriction of 30 visits per calendar year is restored.

Example 2: This example illustrates a rolling 12-month monitoring cycle. The IHCP limits coverage of mental health services provided in an outpatient or office setting to 20 units per member, per provider, per rolling 12-month period without prior authorization. A member became eligible on Feb. 1, 2021, and received four units of outpatient mental health services on the first day of eligibility. On Sept. 1, 2021, the member reached the 20-unit limitation. Without PA, the member is not authorized for another outpatient mental health service until Feb. 1, 2022. In this example of a 12-month limitation, the system restores the four units depleted on Sept. 1, 2021, 12 months (or 365 days) after the date they were used. In this illustration, if the member does not use another outpatient mental health service until all 20 units are restored, the full complement of 20 units per rolling 12-month period would be totally restored in Sept. 2022.

The following services are limited on a **calendar-year** basis for FFS claims:

- Office visits
- Inpatient rehabilitation
- Durable medical equipment (DME) and home medical equipment (HME)
- Chiropractic
- Vision
- Podiatry

The following services are limited on a **rolling 12-month** basis for FFS claims:

- Behavioral health services
- Transportation
- Incontinence supplies

Billing Members for Services That Exceed Benefit Limits

Providers may bill IHCP members for services exceeding the benefit limitations under the following circumstances:

- If the EVS indicates that the limitation has already been met, the provider should inform the member that the service will not be covered. If the member still wishes to receive the service, he or she may be asked to sign a waiver stating the service will not be covered because benefits have been exhausted and the member will be responsible for the charges.
- If the EVS does not indicate that benefits have been exhausted, the provider may ask the member or their guardian to attest in writing that they have not received the service in question within the applicable time frame. The member is informed that, if he or she is misrepresenting and the provider's claim is denied for exceeding benefit limitations, the member will be responsible for the charges.

See the *Charging Members for Noncovered Services* section of the [Provider Enrollment](#) module for more information.

Section 7: Retroactive Member Eligibility

For many Indiana Health Coverage Programs (IHCP) members, eligibility may be established retroactively up to **three months prior** to the date of application, if the member met eligibility requirements in each of those retroactive months.

However, certain exceptions exist:

- For Healthy Indiana Plan (HIP) coverage (other than *HIP Maternity*) – Eligibility is effective no earlier than the **first day of the month of application**. See the [HIP Member Application and Enrollment Process](#) section and contact the member’s managed care entity (MCE) for more information.
- For Hoosier Healthwise Package C coverage – Eligibility is effective no earlier than the **first day of the month of application**. See the [Package C Enrollment Process and Cost-Sharing Requirements](#) section and contact the member’s MCE for more information.
- For Qualified Medicaid Beneficiary (QMB) coverage – Eligibility is effective no earlier than the **first day of the month after the month that the determination of eligibility was made**.
- For Presumptive Eligibility (PE) coverage – The PE coverage period begins on the date the qualified provider determines the individual to be presumptively eligible for the IHCP.

Note: Pregnant applicants who initially received coverage through the PE process and are then approved for enrollment in HIP or Hoosier Healthwise may be found eligible for retroactive coverage, for up to three months prior to their IHCP application date, under Package A – Standard Plan. See the [Presumptive Eligibility](#) section for more information.

Retroactive Eligibility for Managed Care Members

IHCP applicants determined eligible for Hoosier Care Connect, Hoosier Healthwise Package A or *HIP Maternity* may also be determined eligible for retroactive coverage prior to their application date. Retroactive coverage for these members is provided through the fee-for-service (FFS) delivery system. During the retroactive time period, the eligibility verification system (EVS) will indicate the member’s coverage as *Package A – Standard Plan* with **no** enrolling MCE indicated. For dates of service on and after the date eligibility was actually determined, the EVS will indicate the applicable benefit plan (such as *Package A – Standard Plan*, *Full Medicaid* or *HIP Maternity*) **with** a managed care assignment.

The exception to this policy is newborns whose mothers were enrolled with a managed care assignment on the date of the child’s birth. In this case, the baby is assigned to the mother’s MCE, retroactively effective to the date of birth. The mother’s and the baby’s coverage remains with the MCE during the baby’s retroactive period. After an IHCP Member ID is assigned to the baby, providers may send claims for the baby’s care to the mother’s MCE. Prior authorization (PA) for services may be required. Providers should check with the MCE about PA before submitting claims or retroactive PA requests.

For all other members, services rendered during the retroactive eligibility period must be billed through the FFS delivery system. Nonpharmacy claims should be submitted to Gainwell; pharmacy claims should be submitted to OptumRx. For dates of service after the managed care member’s retroactive eligibility period must be submitted to the MCE with which the member is enrolled.

Provider Responsibilities for Retroactive Eligibility

Providers rendering services to members during a period of retroactive eligibility are bound by the requirements that follow. **This policy is mandatory and applies only in instances where the provider was enrolled in the IHCP at the time the service was rendered.**

When notified of a member's retroactive eligibility, the provider must refund to the member any payments made by the member for IHCP-covered services rendered during the member's retroactive eligibility period. If a provider's office observes specific refund procedures, and those refund procedures apply to all customers regardless of patient status, then refunds to IHCP members should be handled in the manner dictated by normal office procedures. For example, an organization that routinely issues refunds at the end of the month and mails the refunds by check can apply the same process to IHCP members.

The provider must then bill the IHCP for the covered service rendered during the member's retroactive eligibility period. Nonpharmacy claims should be submitted to Gainwell; pharmacy claims should be submitted to OptumRx.

If the service was rendered more than 180 days prior to the claim being submitted, the provider must submit appropriate documentation with the claim requesting that the filing limit be waived due to retroactive eligibility. The filing limit is waived if the claim is filed within one year of the date the member was notified of retroactive eligibility. Retroactive billing procedures are discussed in the [Claim Submission and Processing](#) module.

If prior authorization (PA) is required for the covered service, such authorization may be requested retroactively up to 12 months from the date of issuance of the member's Medicaid card. The provider must indicate on the PA request or with a cover letter that the reason for the untimely request was due to retroactive eligibility. Authorization is determined solely on the basis of a medical necessity.

The following example illustrates retroactive enrollment:

An IHCP provider renders an IHCP-covered service on Feb. 1, 2021, to a patient on a private-pay basis. On April 1, 2021, the patient is enrolled in the IHCP retroactively to Nov. 1, 2020. The patient informs the provider and furnishes a member identification card. The provider verifies program eligibility using one of the EVS options. After member eligibility is verified, the provider refunds the full amount paid by the patient for the services rendered on Feb. 1, 2021. The provider then bills the IHCP for the service. If the provider submits the claim before Aug. 1, 2021, (180 days after the date of service), no additional documentation is required; otherwise, the claim must include a request to waive timely filing due to retroactive eligibility. The claim must be submitted to the IHCP before April 1, 2022 (one year after the eligibility determination).

Upon learning of retroactive eligibility, providers must return money paid by the IHCP member as soon as possible, according to normal office policy. See the [Third-Party Liability](#) module when there is also a third-party carrier involved.

Section 8: Member Appeals

If a member disagrees with any action that denies or delays member services or benefits – whether taken by the Indiana Health Coverage Programs (IHCP), the local office of the Family and Social Services Administration (FSSA) Division of Family Resources (DFR), or a contractor – the member can ask for a hearing (pursuant to *Code of Federal Regulations 42 CFR 431.200 et seq.* and *Indiana Administrative Code 405 IAC 1.1*) by filing an appeal.

The process for appealing decisions about eligibility is listed on the notice applicants receive from the DFR.

Appeals must be submitted in writing. Guidance to members on how to submit an appeal is available from the [Member Appeals](#) page on the IHCP member website at in.gov/medicaid/members.

Healthy Indiana Plan (HIP), Hoosier Care Connect and Hoosier Healthwise members must contact their managed care entity (MCE) and work through their grievance process. MCE members must first exhaust their managed care remedies before submitting an appeal to the state.

All member requests for administrative hearings should include a letter stating the reason for appeal. The letter must be signed and must include the member's name and other important information, such as the dates of the decision. The request should be sent to the following address:

**Family and Social Service Administration
Office of Administrative Law Proceedings
402 W. Washington St., Room E034
Indianapolis, IN 46204**

As an alternative, appeals regarding eligibility decisions can be sent to the [local DFR office](#).

All appeals must be filed within 33 calendar days of the date the adverse decision was received or takes effect, whichever is later. If the request is for a continuing service (for example, home healthcare), at least 10 days' notice plus three days' mailing time must be given before the effective date of the denial or modification, except as permitted under *42 CFR 431.213* and *42 CFR 431.214*. As required by statute, if the request for a hearing is received before the effective date of the denial or modification of continuing services, services are continued at the authorized level of the previous prior authorization (PA).

At the hearing, the member has the right to self-representation or to be represented by legal counsel, a friend, a relative or another spokesperson of the member's choice. Members are given the opportunity to examine the entire contents of their case file and any and all materials used by the FSSA, local DFR office or the contractor that made the adverse determination. Other IHCP and assistance benefits are not affected by a request for a hearing.